

Employment Insurance

2012 EI Monitoring and Assessment Report



Canada Employment Insurance
Commission (CEIC)

Commission de l'assurance-emploi
du Canada (CAEC)

Canada
CEIC-001-03-13E





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March 2013

The Honourable Diane Finley
Minister of Human Resources and Skills Development
Place du Portage, Phase IV
140 Promenade du Portage
Gatineau, Quebec
K1A 0J9

Dear Minister Finley:

We are pleased to present the *2012 Employment Insurance Monitoring and Assessment Report*, the sixteenth in a series of annual reports submitted by the Canada Employment Insurance Commission, under section 3 of the *Employment Insurance Act*.

This report, which covers the period from April 1, 2011 to March 31, 2012, analyzes the overall effectiveness of EI income benefits, active measures and service delivery. In particular, the report focuses on the responsiveness of the EI program in a period of moderate economic growth.

As in previous years, we relied on key studies and evaluations to complement EI administrative data and to provide a deeper analysis. Information on each of the studies referenced in the report is included in an annex.

In closing, we would like to express our appreciation to Human Resources and Skills Development Canada and Service Canada employees for their support in preparing this report.

We trust you will find the report informative.

The original version was signed by:


Ian Shugart
Chairperson

Judith Andrew
Commissioner for Employers

Mary-Lou Donnelly
Commissioner for Workers



Employment Insurance

The cover features a large, stylized graphic. A large maple leaf is positioned on the left side, partially overlapping a circular area. Inside this circle, there is a bar chart with several vertical bars of varying heights. The background is a gradient of grey tones. The title '2012 EI Monitoring and Assessment Report' is prominently displayed in the lower half of the cover.

2012 EI Monitoring and Assessment Report

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INTRODUCTION

Monitoring and assessing the Employment Insurance (EI) program helps provide a clear understanding of its impact on the Canadian economy and its effectiveness in addressing the needs of Canadian workers, their families and their employers.

1. THE EMPLOYMENT INSURANCE PROGRAM

The EI program provides temporary financial assistance to workers who have lost their job through no fault of their own while they look for work or upgrade their skills, and helps unemployed people across the country find employment. The EI program also provides assistance to workers who are sick, pregnant, or caring for a newborn or adopted child, as well as to those caring for a family member who is gravely ill with a significant risk of death.

The Unemployment Insurance program was first implemented in 1940, with the last major reform occurring in 1996. At that time, the name of the program was changed from “Unemployment Insurance” to “Employment Insurance,” to reflect the program’s primary objective of promoting employment in the labour force, and to better emphasize that individuals’ access to the program is linked to significant work attachment.

2. THE CANADA EMPLOYMENT INSURANCE COMMISSION

The Canada Employment Insurance Commission (CEIC) has the legislated mandate to annually monitor and assess the EI program. The Commission must provide the Minister of Human Resources and Skills Development with its annual report no later than March 31. The Minister then tables the report in Parliament.

The CEIC operates at arm’s length from the Government of Canada and plays a key role in managing the EI program. In addition to producing this report, the CEIC is responsible for supporting the EI appeal system, making regulations with the approval of the Governor-in-Council, and reviewing—as well as approving—policies related to EI program administration and delivery. The Commission has four members, representing the interests of government, workers and employers. The Commissioner for Workers and the Commissioner for Employers are appointed by the Governor-in-Council for terms of up to five years. They are mandated to represent and reflect the views of

their respective constituencies. The Chairperson and Vice-Chairperson are, respectively, the Deputy Minister and Senior Associate Deputy Minister of Human Resources and Skills Development Canada (HRSDC), and can be said to represent the interests of government. With this report, the CEIC fulfills the above mandate by analyzing to what extent the current program meets the objectives set out in the *Employment Insurance Act*.

3. LEGISLATED MANDATE

Section 3 of the *Employment Insurance Act* gives the CEIC the legislated mandate to produce the *EI Monitoring and Assessment (M&A) Report* annually:

"3. (1) The Commission shall monitor and assess the impact and effectiveness, for individuals, communities and the economy, of the benefits and other assistance provided under this Act, including:

- (a) how the benefits and assistance are utilized by employees and employers, and
- (b) the effect of the benefits and assistance on the obligation of claimants to be available for and to seek employment and on the efforts of employers to maintain a stable workforce.

(2) The Commission shall report to the Minister on its assessment annually no later than March 31 following the end of a year. The Commission shall make any additional reports at any other times, as the Minister may request."

4. THE REPORT

The M&A Report is produced under the direction and guidance of the CEIC. Officials with HRSDC and Service Canada support the CEIC in preparing the report. The report relies on multiple sources of information to provide a comprehensive analysis of the EI program, including administrative data, Statistics Canada survey data and peer-reviewed evaluation studies, as well as internal and external reports. As such, this report provides valuable information and evidence with respect to the EI program and the labour market.

This year's report focuses on the responsiveness of the EI program in a period of moderate economic growth. The first chapter of this report discusses the state of the Canadian labour market in 2011/12. The second chapter analyzes the usage, impact and effectiveness of EI income benefits provided under Part I of the *Employment Insurance Act* for the same period. The third chapter discusses the support provided to unemployed workers through active re-employment measures, under Part II of the *Employment Insurance Act*, known as Employment Benefits and Support Measures. The fourth and final chapter presents information on EI program administration and service delivery.

For a detailed qualitative overview of EI, please see Chapter 1 of the 2011 *EI M&A Report*:
<http://www.hrsdc.gc.ca/eng/jobs/ei/reports/mar2011/chapter1.shtml>.

EXECUTIVE HIGHLIGHTS

The 2012 Employment Insurance (EI) Monitoring and Assessment Report examines the EI program for the 2011/12 fiscal year. Unless otherwise indicated, these highlights are for 2011/12 or relate to changes from 2010/11 to 2011/12.

Canada's economy and labour market continued to recover after the late-2000s recession at a moderate pace

- Real gross domestic product grew by 2.3% in 2011/12, slower than the growth rate in 2010/11 (+3.5%).
- Average annual employment increased by 223,000 (+1.3%), after increasing by 293,700 (+1.7%) in the previous year. Meanwhile, the average annual unemployment rate dropped from 7.9% to 7.4%.

The number of regular and Work-Sharing claims went up, but the benefit payments for these benefits fell, as the result of the ongoing recovery and the conclusion of the temporary EI measures under the Economic Action Plan (EAP)

- The number of regular benefits claims increased by 1.8% to 1.42 million in 2011/12. However, this figure is 13.4% lower than the figure recorded in 2008/09, during the peak of the late-2000s recession. Regular benefit payments decreased by 12.9% to \$10.7 billion.
- Work-Sharing benefits claims increased by 11.7% to 23,550, but Work-Sharing benefit payments decreased by 67.7% to \$31.7 million.

The EI eligibility rate decreased in 2011, due to the shift in the composition of unemployed EI contributors

- Among unemployed workers who had been paying EI premiums and were then laid off, 78.4% were eligible for EI benefits in 2011, a decrease of 5.5 percentage points from 2010.
- The decrease was attributable to the shift in the composition of unemployed EI contributors toward temporary non-seasonal and permanent part-time employment, and the decline in the average employment duration for temporary non-seasonal workers.

The number of EI special and fishing benefits claims have increased.

- The number of special benefits claims increased by 1.8% to 508,500 in 2011/12.
- Among the special benefits claims in 2010/11, 32.5% combined more than one special benefit in a single claim.
- The number of fishing benefits claims increased by 3.4% to 29,506, reversing the downward trend that had been seen since 2004/05.

The level of Employment Benefits and Support Measures (EBSM) activities returned to pre-recession levels, with stronger labour market conditions and the end of EAP temporary funding

- In 2011/12, 646,295 clients (-14.5%) participated in 962,673 EBSM interventions (-18.1%).

Service Canada continued to respond to higher than normal volume of EI claims

- Service Canada processed 2.9 million initial and renewal EI claims, with a payment accuracy rate of 95.2% in 2011/12.
- Significant progress has been made on the automation of claims, with 60% of EI claims now fully or partially automated. Over the last decade, there has been a reduction of close to 40% in the direct processing cost per claim.

CHAPTER 1

LABOUR MARKET CONTEXT



This chapter outlines key labour market developments and the economic context that prevailed in the 2011/12 fiscal year, the period for which this report assesses the Employment Insurance (EI) program.¹ More detailed information on various elements discussed in this chapter is available in Annex 1.

I. ECONOMIC OVERVIEW

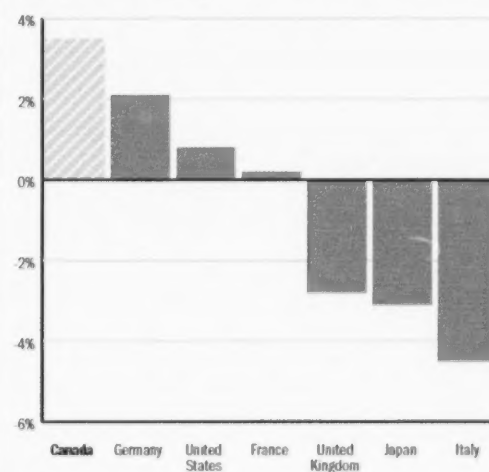
Despite a challenging and fragile global environment, Canada's economic performance since the late-2000s recession has been relatively solid compared with that of other Organisation for Economic Co-operation and Development (OECD) countries. This has been reflected in somewhat modest real gross domestic product (GDP) and employment growth rates. In 2011/12, economic growth in Canada was largely driven by relatively sustained strength in demand from Canadian households and businesses.²

From 2007 to 2011, Canada's real GDP increased by 3.5% above its pre-recession level, which represents the best economic performance among G7 countries during this period (see Chart 1).³

Canada also posted a relatively strong employment growth rate, compared with other G7 countries. With employment gains of 3.0% from 2007 to 2011, Canada ranked second among G7 countries, right behind Germany (+3.1%), as shown in Chart 2.⁴ Canada's employment situation contrasts sharply with that of the United States, where employment remains significantly below pre-recession levels (-4.2%).

CHART 1

Average Annual Change in Real GDP, 2007 to 2011



Source: International Monetary Fund, World Economic Outlook Database.

More recently, however, the pace of economic recovery in Canada has slowed, compared with that in the previous year. Employment rose by 1.3%

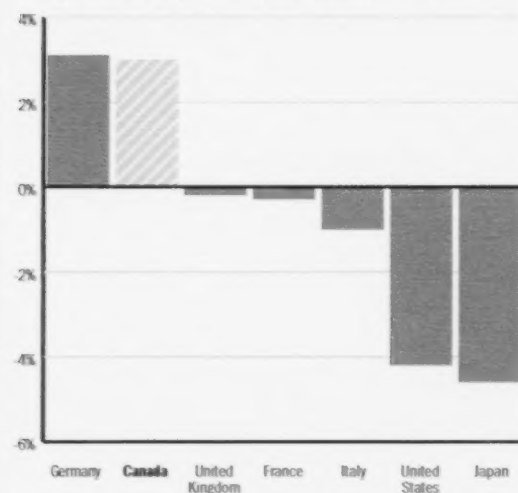
¹ The reporting period analyzed is the fiscal year from April 1, 2011, to March 31, 2012. Unless otherwise indicated, data in this chapter are taken from Statistics Canada's Labour Force Survey (LFS) and the National Income and Expenditure Accounts, and annual data are averages of seasonally unadjusted monthly data, while quarterly and monthly data are seasonally adjusted. Please note that calculations may not add up due to rounding.

² Finance Canada, *Annual Financial Report of the Government of Canada, 2011-2012* (Ottawa: Finance Canada, 2012).

³ Real GDP data come from the International Monetary Fund, World Economic Outlook Database.

⁴ Employment data come from the International Monetary Fund, World Economic Outlook Database.

CHART 2
Average Annual Employment Growth, 2007 to 2011



Source: International Monetary Fund, World Economic Outlook Database.

(+223,000) from 2010/11 to 2011/12, slower than the increase registered in 2010/11 (+1.7%). The growth rate of labour productivity⁵ in Canada also slowed, increasing by 0.7% in 2011/12, after a progression of 1.2% in the previous year.

Real GDP⁶ grew by 2.3% in 2011/12, which was slower than the growth rate in 2010/11 (+3.5%). As indicated in Chart 3, after experiencing negative growth rates during the late 2000s recession, the Canadian economy started to recover in the third quarter of 2009 and maintained positive GDP growth rates in subsequent quarters. There was one exception: a 0.8% decline in real GDP in the second quarter of 2011, resulting from a 1.6% drop in exports. As demand for exports grew again in the second half of 2011, real GDP advanced during subsequent quarters.

II. LABOUR MARKET OVERVIEW

1. Labour Force Participation Rate

In 2011/12, there were approximately 18.7 million people in the Canadian labour market, with a participation rate⁷ of 66.7%. Although the participation rate has declined since peaking at its historical high⁸ of 67.6% in 2008/09, it remains relatively high compared with the rates observed over the last 20 years (see Chart 4).

In 2011/12, the labour force participation rate for those aged 15 to 19 years registered its third consecutive decline, falling from 51.3% in 2010/11 to 50.6%, while the participation rate for those aged 20 to 24 years increased by 0.1 percentage points to 76.8%. During the late 2000s recession, those aged 15 to 19 years were more likely to be discouraged from joining the labour force due to weak labour market prospects than were those aged 20 to 24 years. The participation rate for individuals aged 15 to 19 years decreased by 4.8 percentage points from 2007/08 to 2011/12, while it decreased by 1.9 percentage points for those aged 20 to 24 years. As shown in Chart 5, the weak labour force participation of these two age groups has contributed to the decline in the overall participation rate since the onset of the late 2000s recession.

Participation rates for those aged 55 to 64 years and those aged 65 years and older have been trending upward over the past decade. From 2000/01 to 2011/12, these groups showed an increase of 11.3 percentage points to 62.9%, and 5.7 percentage points to 12.0%, respectively. The rises in their participation rates are partly due to the increases in their numbers in the labour force, as more older people choose to work and delay their retirement.⁹ The participation rates for core-aged people (25 to 44 years and 45 to 54 years) remained stable between 2000/01 and 2011/12, with participation rates of 86.7% and 85.7%, respectively, in 2011/12.

⁵ Labour productivity is defined as the ratio of output to hours worked within the business sector. For output, a Fisher-chained index method that builds up the real value added (or real GDP) in the business sector and its component two-digit industries is used to produce quarterly estimates for productivity measurement. Hours worked represent the total number of hours that a person devotes to work, whether paid or unpaid. From Statistics Canada, Labour Productivity Measures.

⁶ Canada's GDP is defined as the total unduplicated value of the goods and services produced in Canada. Quarterly GDP data have been seasonally adjusted at annual rates and are expressed in chained (2002) dollars. From Statistics Canada, National Income and Expenditure Accounts.

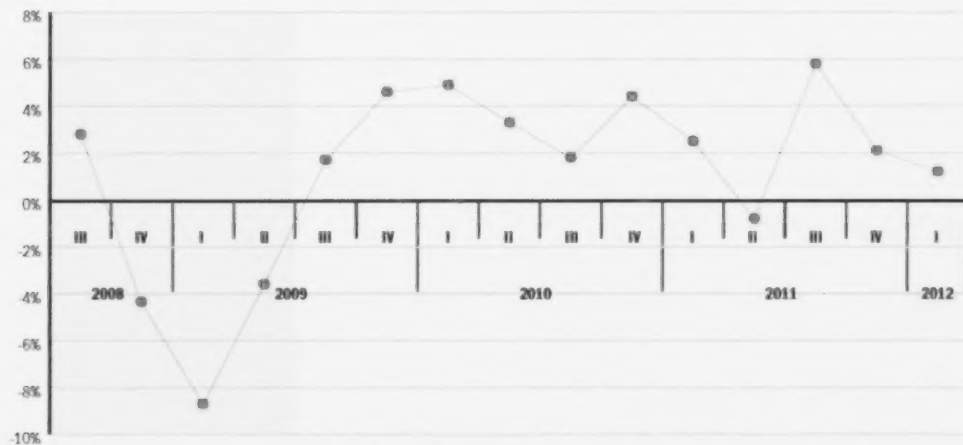
⁷ The participation rate is defined as the total labour force aged 15 years and older as a share of the population aged 15 years and older.

⁸ Labour Force Survey data are comparable up to 1976/77 for annual data, and up to the first quarter of 1976 for quarterly data, unless otherwise indicated. Further information can be found at <http://www.statcan.gc.ca/imdb-bmdi/3701-eng.htm>.

⁹ The Conference Board of Canada, Canadian Outlook Long-Term Forecast 2011: Economic Forecast (Ottawa: The Conference Board of Canada, 2012).

CHART 3

Real GDP Growth (Annualized), by Quarter, 2008 to 2012

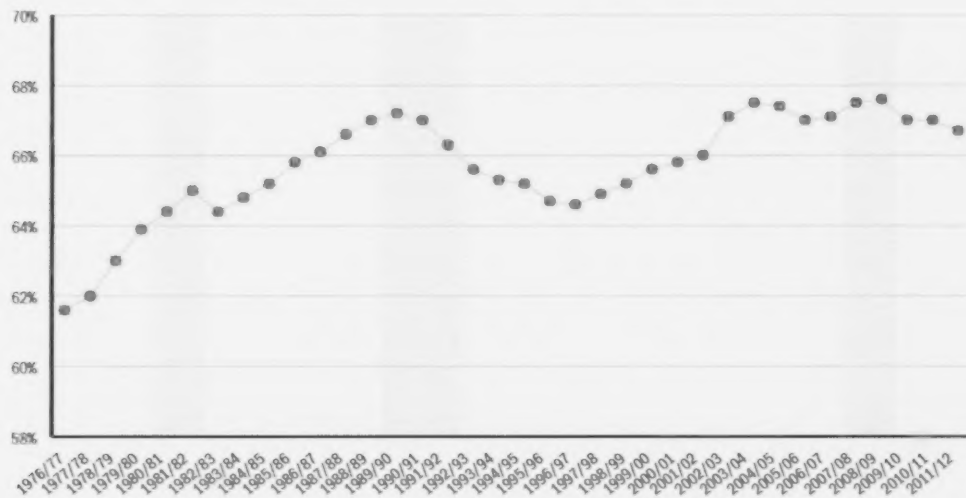


Note: Shaded areas correspond to recessionary periods.

Source: Statistics Canada, National Income and Expenditure Accounts.

CHART 4

Labour Force Participation Rate, Canada, 1976/77 to 2011/12



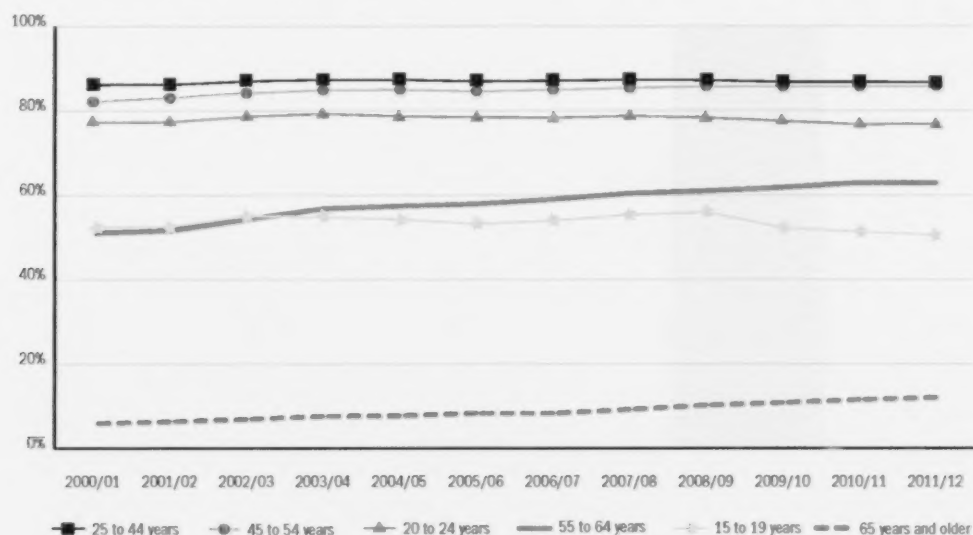
Note: Shaded areas correspond to recessionary periods.

Source: Statistics Canada, National Income and Expenditure Accounts.



CHART 5

Labour Force Participation Rate, by Age, 2000/01 to 2011/12



Note: Shaded areas correspond to recessionary periods.

Source: Statistics Canada, Labour Force Survey.

2. Employment and Employment Rate

In 2011/12, Canada experienced an increase in employment, with a net gain of 223,000 (+1.3%), to reach an annual average of 17.3 million. In the fourth quarter of 2011/12, there were 17.4 million people employed in Canada, which represented an increase of 608,400 (+3.6%) compared to the employment trough of the second quarter of 2009/10, when the lowest figure for employment was observed as a result of the late-2000s recession. As indicated in Chart 6, the employment growth rate during the recent recovery has been stronger than that of the early-1990s recovery but weaker than that of the early-1980s recovery.

Canada's employment rate has trended upward, increasing from 57.1% in 1976/77 to 61.8% in 2011/12. Although the employment rate decreased from 63.5% in 2007/08 to 61.4% in 2009/10, this decline was considerably smaller than those observed following previous recent recessions (see Chart 7).

2.1 Employment, by Sector and Job Permanency

In 2011/12, employment in the private sector increased by 1.8% (+191,200), while employment in the public sector increased by 0.8% (+28,700). Moreover, all of the increase in Canada was in full-time employment (+250,400, +1.8%), as part-time employment fell by 0.8% (-27,500) (see Chart 8).

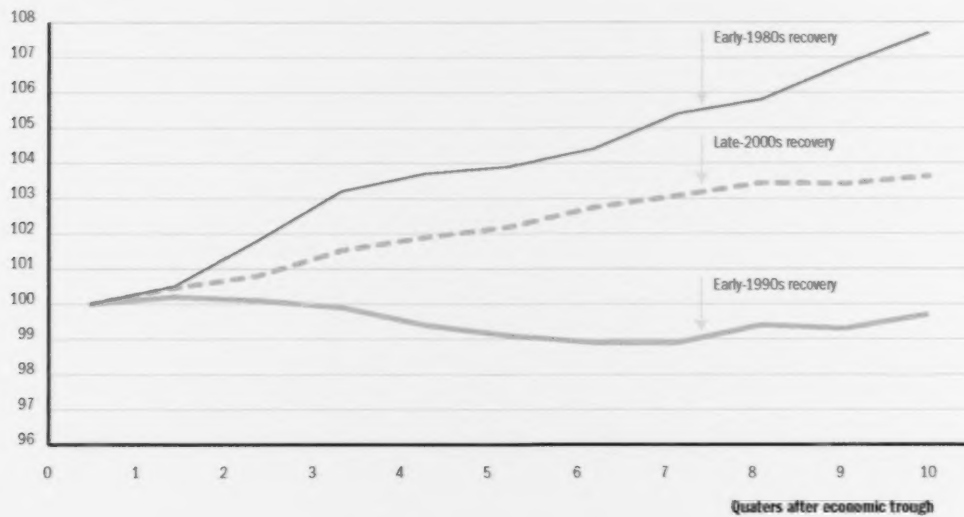
The number of employees¹⁰ with temporary work arrangements continued to rise in 2011/12. Temporary work arrangements—which include seasonal, contract or casual employment—accounted for 13.7% of all employees in 2011/12, the largest such share since comparable data were first recorded in 1997/98 (see Chart 9).

¹⁰ Employees are defined in the Labour Force Survey as those who work for others. They can be subdivided into public sector employees and private sector employees.

CHART 6

National Employment Following Previous Recessions

Employment trough = 100*

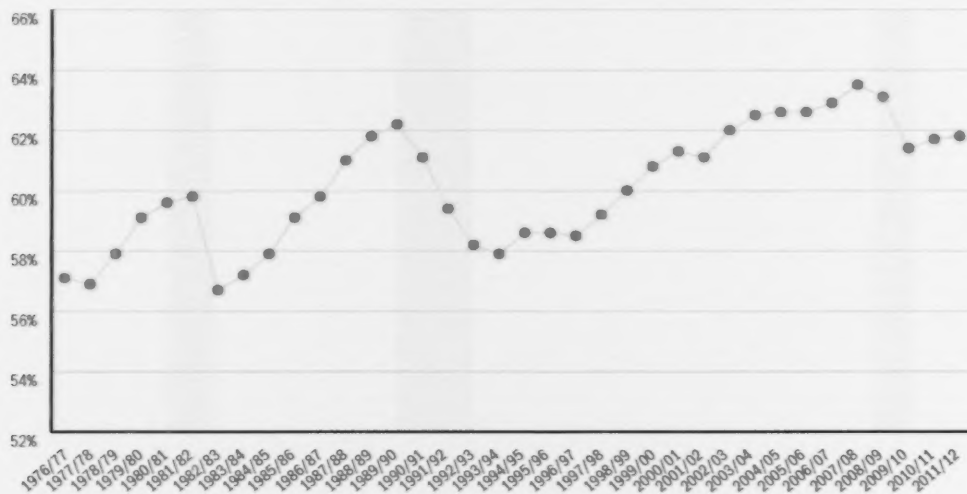


* Refers to the lowest figures of employment observed during the recessions in the early-1980s, early-1990s and late-2000s, in the third quarter of 1982/83, the fourth quarter of 1990/91 and the second quarter of 2009/10, respectively.

Source: Statistics Canada, Labour Force Survey.

CHART 7

Employment Rate, Canada, 1976/77 to 2011/12

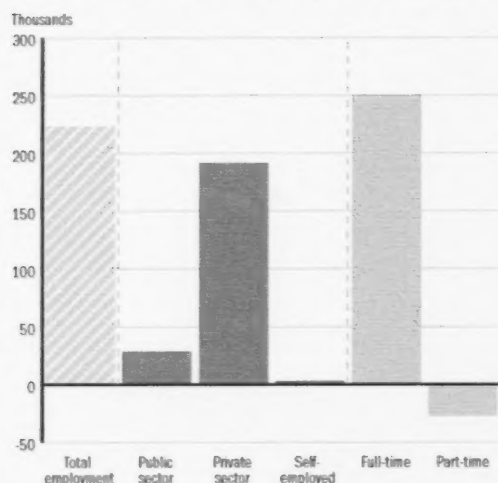


Note: Shaded areas correspond to recessionary periods.

Source: Statistics Canada, Labour Force Survey.

CHART 8

Employment Growth, Canada, 2010/11 to 2011/12



Source: Statistics Canada, Labour Force Survey.

2.2 Employment, by Industry

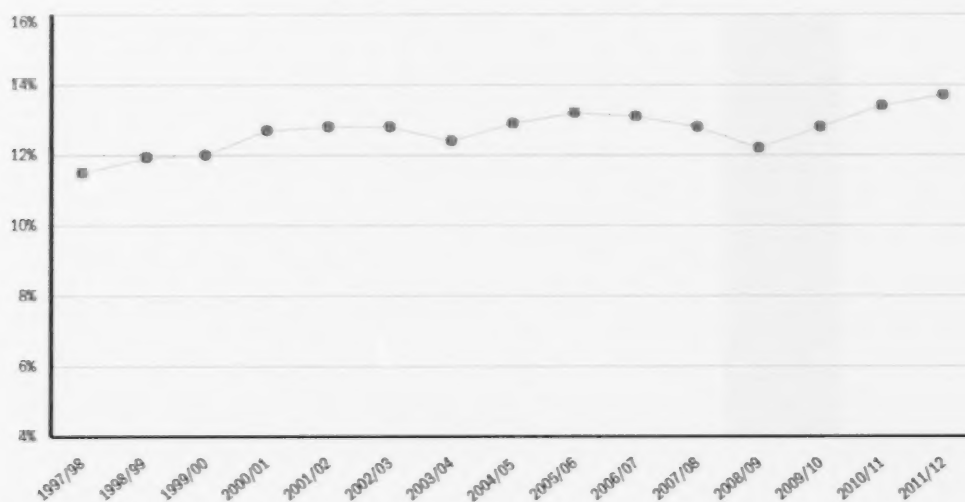
The services-producing sector regained, on a net basis, all of the employment lost during the late-2000s recession and added more workers, with employment up from 12.9 million in 2007/08 to 13.5 million in 2011/12. The professional, scientific and technical industry, as well as the health care and social assistance industry, witnessed the strongest increases in employment in the services-producing sector, registering growths of 14.2% and 13.7%, respectively, between 2007/08 and 2011/12.

On the other hand, the goods-producing sector experienced a significant decline in employment during the late-2000s recession from which it has not recovered, on a net basis. The decrease was mainly due to employment losses in the manufacturing and construction industries.

Employment in the manufacturing industry has been vulnerable to cyclical movements in Canada. After the employment losses in the industry following the

CHART 9

Employment Share of Employees with Temporary Jobs, 1997/98 to 2011/12

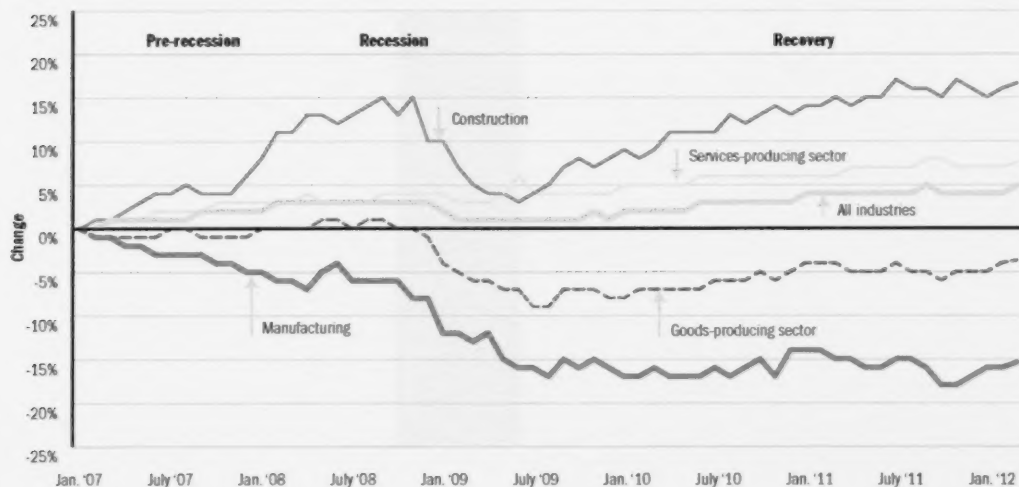


Note: Shaded areas correspond to recessionary periods.

Source: Statistics Canada, Labour Force Survey.

CHART 10

Changes in Employment since January 2007, by Sector and Industry, 2007 to 2012



Source: Statistics Canada, Labour Force Survey.

recessions of the early-1980s and early-1990s, the manufacturing industry saw periods of strong employment growth, which resulted in employment recovering to levels recorded prior to the recessions. However, employment in the manufacturing industry has been declining continuously since 2003/04, and the late-2000s recession only accelerated this decline. Over the 10-month period from October 2008 to July 2009 inclusive, employment in this industry decreased by 10.9% (-214,200). Then it increased only slightly (+20,200, +1.2%) from July 2009 to March 2012, remaining 9.9% or 194,000 below the pre-recession level recorded in October 2008.

The recent employment picture for the construction industry has been more positive. After losses of 106,300 (-8.6%) in employment between October 2008 and July 2009, there were gains of 142,300 (+12.5%) in employment added on a net basis from July 2009 to March 2011, more than compensating for the employment losses during the recession.

From March 2011 to March 2012, employment gains in the construction industry slowed down (+1.1%, +13,500) compared with the growth rate of 11.4% observed between July 2009 and March 2011 (see Chart 10).

2.3 Wages

Wage payments determine the premiums paid by employers and employees, as well as the level of benefits that EI claimants can receive, calculated as a proportion of a claimant's wage payments up to the maximum insurable earnings amount (\$44,200 in 2011 and \$45,900 in 2012).

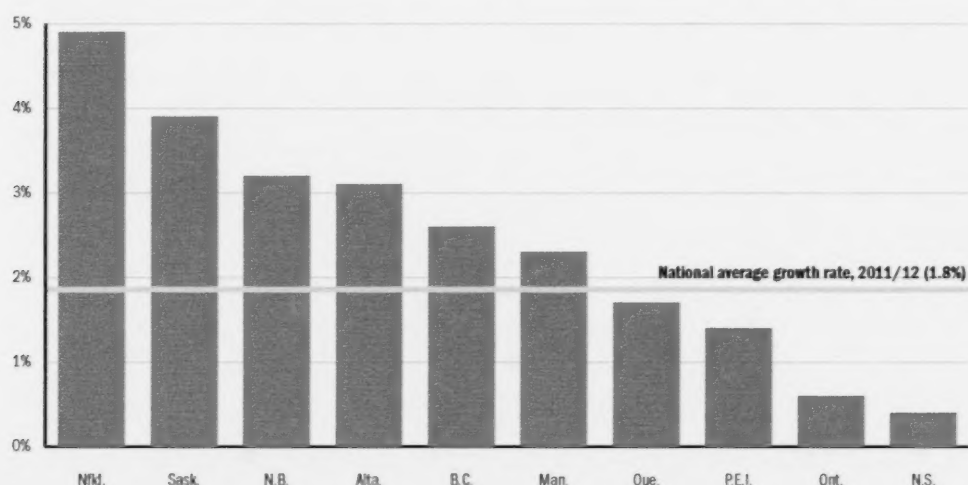
According to the Survey of Employment, Payroll and Hours, the average weekly earnings¹¹ of employees¹² were \$854 in 2011/12, up by 1.8% from the previous year.

¹¹ Average weekly earnings are calculated by dividing gross taxable payrolls (excluding overtime) by the number of employees. Gross taxable payrolls include regular pay, bonuses, commissions and other types of special payments.

¹² Employees are defined in the Survey of Employment, Payroll and Hours (SEPH) as persons receiving pay for services rendered in Canada or for paid absence, and for whom the employer is required to complete a Canada Revenue Agency T-4 Supplementary form. The employee concept excludes owners or partners of unincorporated businesses and professional practices, the self-employed, unpaid family workers, persons working outside Canada, military personnel, and casual workers for whom a T-4 is not required. The number of employees differs between the SEPH and the Labour Force Survey.

CHART 11

Average Weekly Earnings, % Growth Rates Between 2010/11 and 2011/12



Source: Statistics Canada, Survey of Employment, Payrolls and Hours.

As indicated in Chart 11, at the provincial level, average weekly earnings rose in every province, led by growth in Newfoundland and Labrador (+4.9%) and Saskatchewan (+3.9%). The lowest rate of growth was in Nova Scotia (+0.4%). Alberta had the highest average weekly earnings with \$996, followed by Ontario at \$875, Newfoundland and Labrador at \$868 and Saskatchewan at \$857. The average weekly earnings in the remaining provinces were lower than the national average of \$854.

Among industries, employees in the forestry, fishing, mining, quarrying, oil and gas industries had the highest average weekly earnings (\$1,604) in 2011/12, followed closely by workers in the utilities industry (\$1,542). Employees in accommodation and food services industry had the lowest average weekly earnings (\$354).

2.4 Hours Worked

Eligibility requirements for EI benefits are based on the number of insurable hours worked in the previous year. In 2011/12, the average hours worked per week increased slightly, from 30.4 in 2010/11 to 30.5. As illustrated in Chart 12, on average, employees in Alberta and in Newfoundland and Labrador worked

the longest weeks (32.1 and 32.0 hours, respectively), almost two hours longer than the national average. Employees in Prince Edward Island worked the fewest number of hours per week in 2011/12, with an average of 29.5 hours.

3. Unemployment and Unemployment Rate

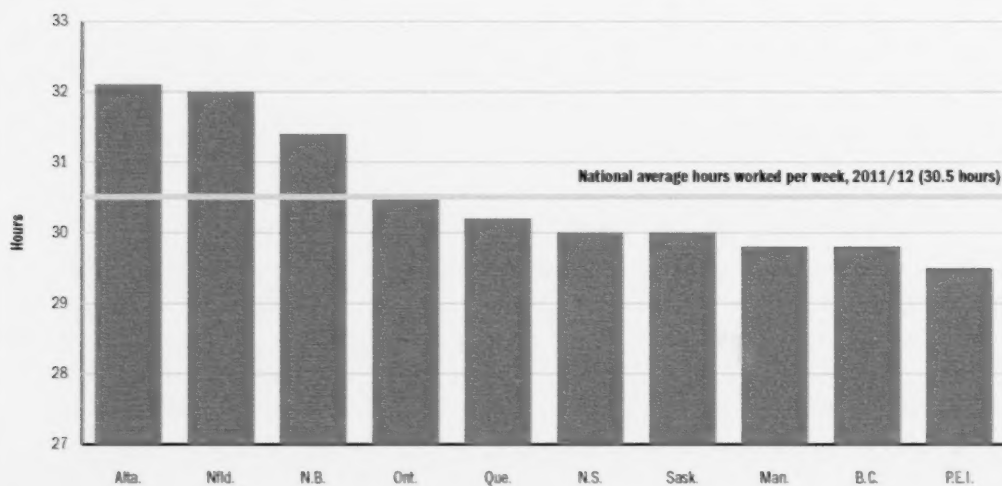
In 2011/12, there were 1.38 million unemployed individuals in Canada, representing a 5.7% decrease from 2010/11. For the second year in a row, Canada's annual unemployment rate declined, reaching 7.4% in 2011/12, compared with 7.9% in 2010/11 and 8.4% in 2009/10. The unemployment rate in 2011/12 was still 1.4 percentage points higher than the 6.0% observed in 2007/08, one year prior to the onset of the late-2000s recession. However, the unemployment rate in 2011/12 was comparable to the unemployment rate in the early 2000s and lower than it was throughout the 1980s and the 1990s (see Chart 13).

The average duration of unemployment,¹³ which reflects the difficulty among the unemployed in finding employment, was 18.6 weeks in 2011/12, remaining stable from the previous year. It

¹³ Duration of unemployment is the number of continuous weeks during which a person has been without work and is looking for work or is on temporary layoff. Note that in order to compare the latest recession with previous recessions, data on duration of unemployment for an individual were limited to a maximum of 99 weeks.

CHART 12

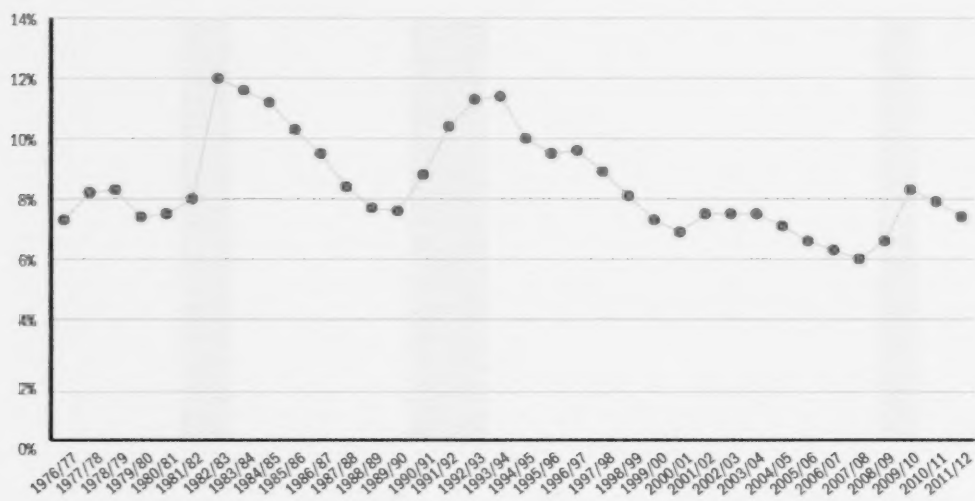
Average Hours Worked per Week, By Province, 2011/12



Source: Statistics Canada, Survey of Employment, Payrolls and Hours.

CHART 13

Unemployment Rate, Canada, 1976/77 to 2011/12

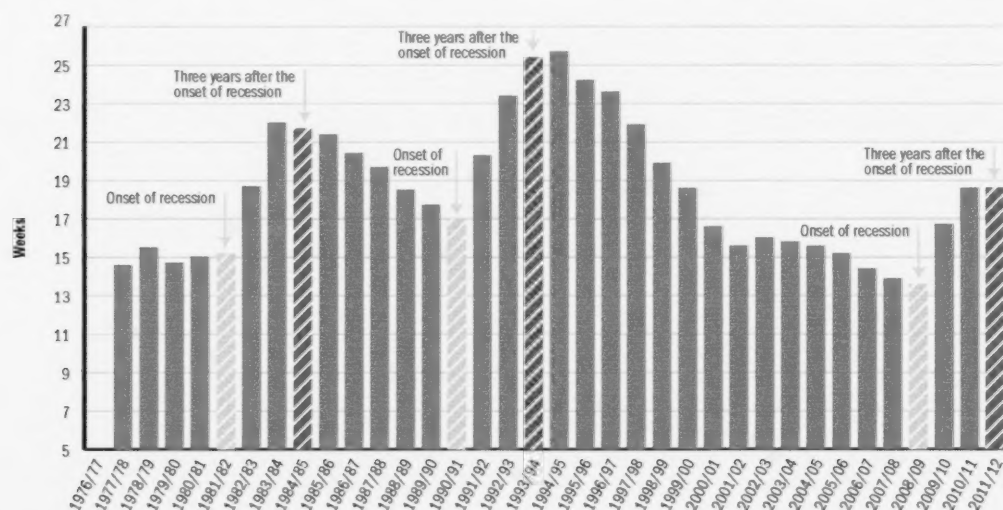


Note: Shaded areas correspond to recessionary periods.

Source: Statistics Canada, Survey of Employment, Payrolls and Hours.

CHART 14

Duration of Unemployment, Canada, 1976/77 to 2011/12



Source: Statistics Canada, Survey of Employment, Payrolls and Hours.

represented an increase of 4.7 weeks from 2007/08, before the late-2000s recession. The increase in the average duration of unemployment between 2007/08 and 2011/12, however, was smaller than the increase observed after the early-1980s and early-1990s recessions. The average duration of unemployment increased by 6.7 weeks from 1980/81 to 1984/85 and by 7.7 weeks from 1989/90 to 1993/94 (see Chart 14).

Considering the distribution in terms of the duration of unemployment, in 2011/12, most unemployed people (75.1%) were unemployed for 26 weeks or less, with 33.6% of the unemployed population unemployed for 4 weeks or less. Correspondingly, 20.7% of the total unemployed, or 286,000 unemployed individuals, were unemployed for 27 weeks or more (see Chart 15).

Among these individuals, 178,300 people were unemployed for over a year and considered to be a long-term unemployed. They represented 12.9% of the unemployed population in 2011/12. This figure rose by 6.0 percentage points between 2007/08 (6.9%), the year before the recession, and 2011/12 (12.9%), three years after the

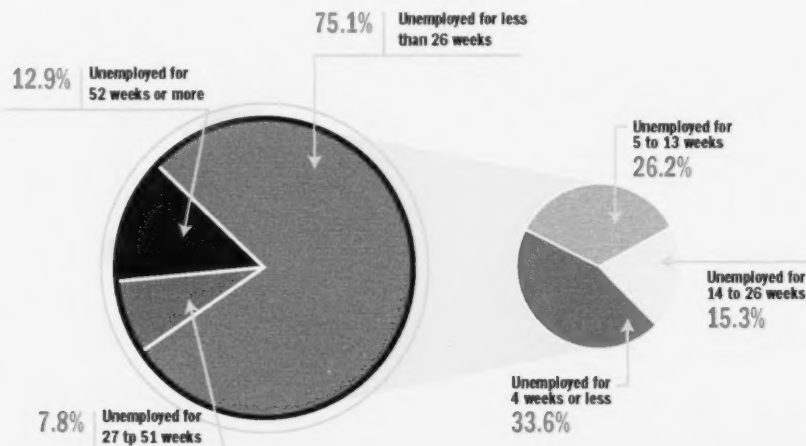
recession. The 6.0 percentage-point increase in the share of the long-term unemployed was lower than the 8.9 percentage-point increase observed following the early-1990s recession (from 7.8% in 1989/90 to 16.7% in 1993/94) and the 6.5 percentage-point increase observed following the early-1980s recession (from 5.3% in 1980/81 to 11.8% in 1984/85) (see Chart 16).

3.1 Unemployment Rate, by Province

The unemployment rate declined in seven provinces between 2010/11 and 2011/12. The decreases in Newfoundland and Labrador, Nova Scotia, Ontario, Saskatchewan, Alberta and British Columbia were driven by employment gains, while the decrease in Prince Edward Island was driven by a decline in the provincial labour force figures. The unemployment rate remained unchanged in Quebec, but rose by 0.3 percentage points in New Brunswick due to losses in employment. The slight increase (+0.1 percentage points) in the unemployment rate in Manitoba resulted from growth in the labour force (+0.5 percentage points) that was stronger than growth in employment (+0.4 percentage points).

CHART 15

Distribution of Total Unemployed, 2011/12

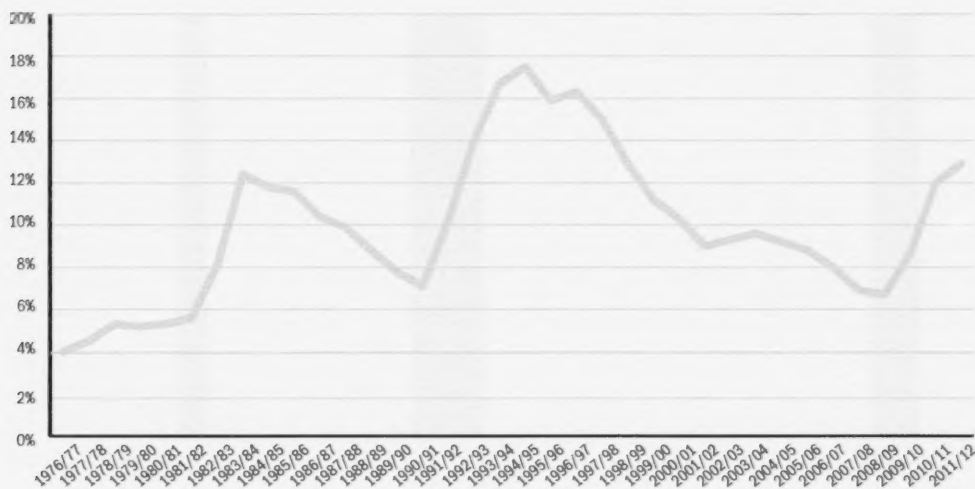


Note: Unemployed distribution does not equal 100%, as the "unknown" category is not reported here.

Source: Statistics Canada, Labor Force Survey.

CHART 16

Long-Term Unemployment as a Percentage of Total Unemployed, 1976/77 to 2011/12

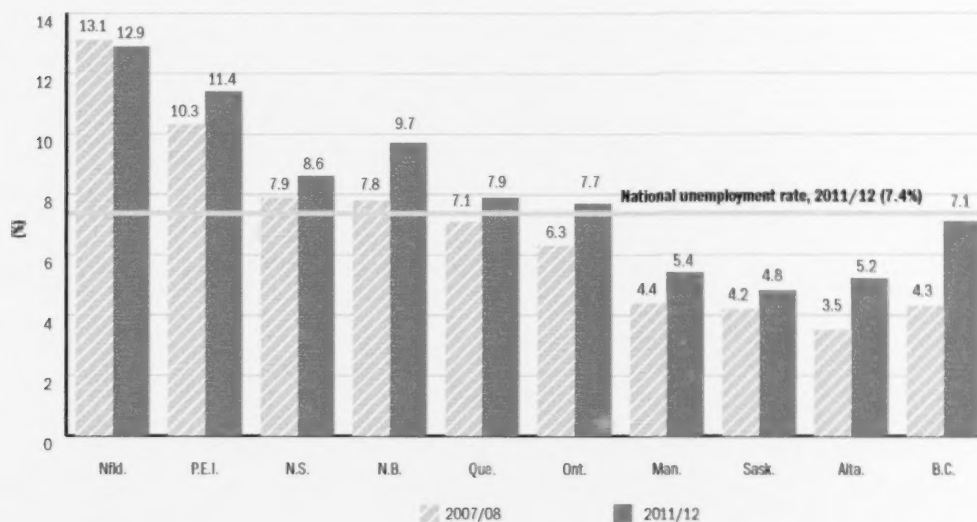


Note: Shaded areas correspond to recessionary periods.

Source: Statistics Canada, Labour Force Survey.

CHART 17

Unemployment Rate, by Province, 2007/08 and 2011/12



Source: Statistics Canada, Labour Force Survey.

With the exception of Newfoundland and Labrador, all provincial unemployment rates remained well above the rates observed before the late-2000s recession in 2007/08, with British Columbia showing the largest difference +2.8 percentage points) and Saskatchewan showing the smallest difference +0.6 percentage points) (see Chart 17).

As indicated in Chart 18, the duration of unemployment was the longest in Ontario (20.4 weeks), followed by Quebec and British Columbia (18.8 weeks for both provinces) in 2011/12. The duration of unemployment was below the national average of 18.6 weeks in the remaining provinces. When compared with pre-recession levels in 2007/08, British Columbia reported the largest increase in the average duration of unemployment (+6.8 weeks), followed by Ontario and Alberta (+6.6 weeks for both provinces). These

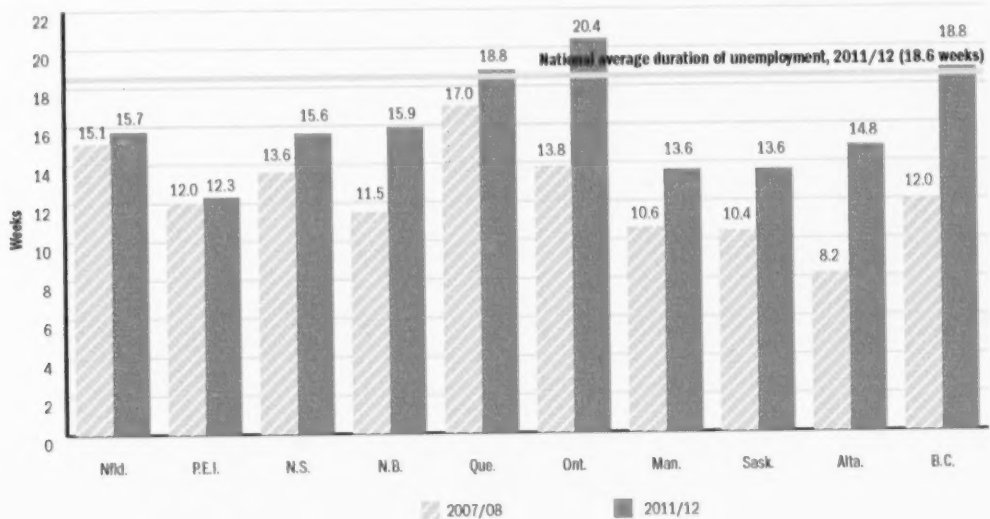
three provinces witnessed some of the largest increases in provincial unemployment rates during the late-2000s recession and had some of the highest differences in their unemployment rates between 2007/08 and 2011/12.

3.2 Unemployment Rate, by Gender

In 2011/12, the unemployment rate for men fell by 0.7 percentage points to 7.7%, after registering a decline of 1.1 percentage points in 2010/11. The unemployment rate for women also declined in 2011/12, falling by 0.3 percentage points to 6.9%, after remaining relatively stable (+0.1 percentage points) the previous year. For men and women, the unemployment rates were 1.4 and 1.3 percentage points higher than in 2007/08, respectively, when the unemployment rates were at their lowest in comparable records (see Chart 19).

CHART 18

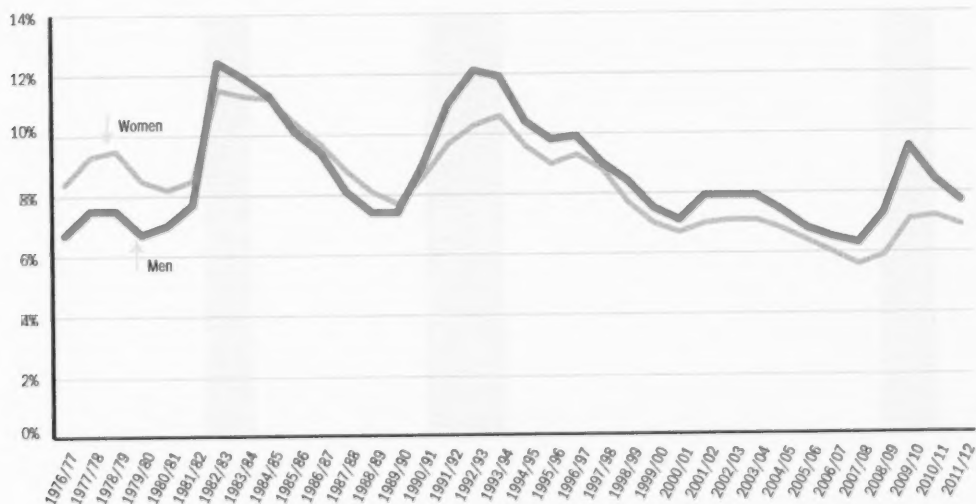
Average Duration of Unemployment, by Province, 2007/08 and 2011/12



Source: Statistics Canada, Labour Force Survey.

CHART 19

Unemployment Rate, by Gender, 1976/77 to 2011/12

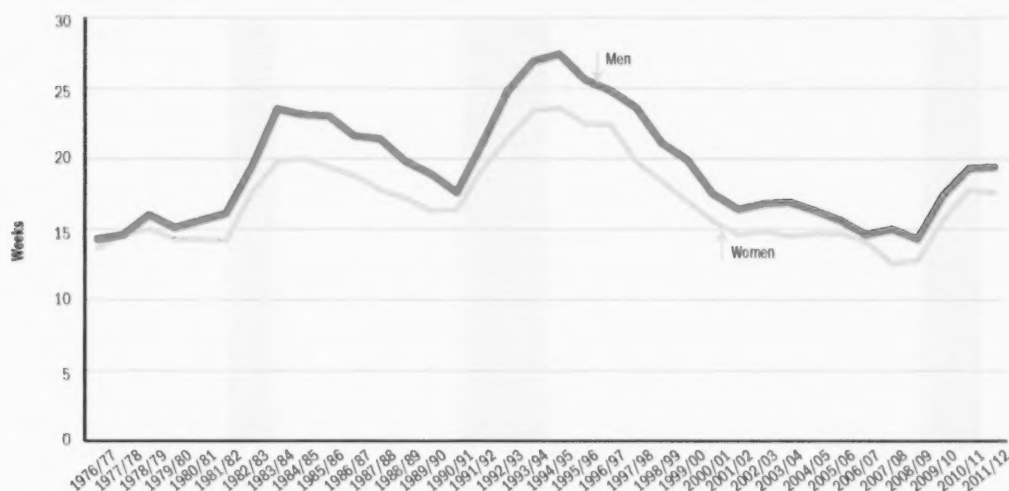


Note: Shaded areas corresponds to recessionary periods.

Source: Statistics Canada, Labour Force Survey.

CHART 20

Duration of Unemployment, by Gender, 1976/77 to 2011/12



Note: Shaded areas corresponds to recessionary periods.

Source: Statistics Canada, Labour Force Survey.

Prior to the early-1980s recession, the unemployment rate for women had been higher than that for men. However, during the early 1980s, men experienced significantly higher unemployment rates than did women and the gender unemployment rate gap reversed. The early-1990s recession again hit men harder than women, and the unemployment rate gap increased to 1.8 percentage points in 1992/93. During the late-2000s recession, the unemployment rate for men jumped to 9.5% and the unemployment rate gender gap reached 2.4 percentage points, exceeding the gaps that prevailed during the early-1980s and early-1990s recessions.

As shown in Chart 19, however, the gender unemployment rate gap falls when economic recoveries take hold. For example, the gender unemployment rate gap fell from 0.9% to 0.1% following the early-1980s recession, while it fell from 1.8% to 1.3% following the early-1990s recession. Similar patterns were observed in the late-2000s recession, as the gender unemployment gap fell from 2.4 percentage points in 2009/10 to 1.2 percentage points in 2010/11 and to 0.8

percentage points in 2011/12.

The average duration of unemployment has almost always been higher for men than for women during the past three decades, as illustrated in Chart 20. In 2011/12, the average duration of unemployment was 19.4 weeks for men and 17.6 weeks for women. For both genders, the highest average unemployment duration was recorded in 1994/95, when men were unemployed on average for over half a year (27.4 weeks) and women for 23.6 weeks.

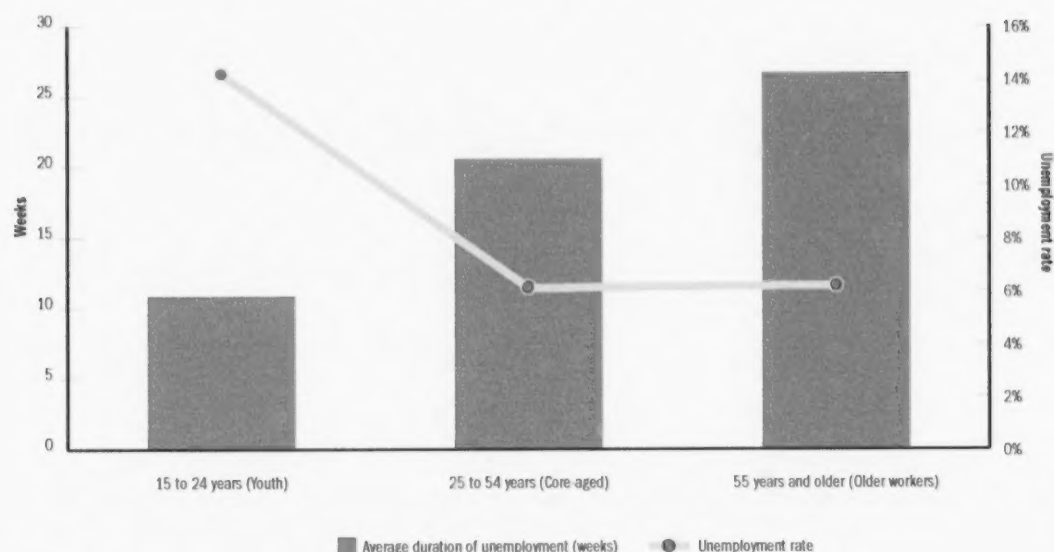
3.3 Unemployment Rate, by Age Group

In 2011/12, the unemployment rate fell across all three major age groups. The unemployment rate for youth (aged 15 to 24) fell slightly from 14.6% in 2010/11 to 14.2% in 2011/12. This decline was attributable to the slight increase of 0.3% in employment.

Older workers (55 years of age and older) also experienced a slight decline in their unemployment rate, from 6.4% in 2010/11 to 6.2% in 2011/12. The slight decrease in the unemployment rate in this age group resulted from growth in labour force

CHART 21

Average Duration of Unemployment and Unemployment Rate, by Age Group, 2011/12



Source: Statistics Canada, Labour Force Survey.

figures (+3.7%) that countered the slight rise in unemployment (+0.3%). The unemployment rate for core-aged workers (aged 25 to 54) decreased from 6.7% to 6.1%, which reflected a decrease in unemployment (-8.5%), as their labour force numbers remained relatively stable (+0.2%).

In general, unemployment spells last longer for people in older cohorts (see Chart 21). In 2011/12, youth had the shortest average unemployment duration (10.9 weeks), while older workers had the longest (26.7 weeks). While older workers are less likely to be unemployed than their younger counterparts, if they do become unemployed, they tend to remain unemployed for a longer period.

3.4 Unemployment Rate, by Educational Attainment

The unemployment rate tends to be inversely related

to educational attainment—the higher the level of education attained, the lower the unemployment rate tends to be for that cohort. Correspondingly, the unemployment rate among individuals with a university degree¹⁴ was 4.9% in 2011/12, compared with 5.9% among those with a post-secondary certificate or diploma.¹⁵ On the other hand, the unemployment rate was 8.2% for high school graduates¹⁶ and 15.1% among those who did not complete high school.¹⁷

During the late-2000s recession, the unemployment rate for individuals who did not complete high school increased by 4.1 percentage points from 2007/08 to 2009/10, while it increased by only 1.5 percentage points for those with a university degree during the same period. A similar pattern was observed during the early-1990s recession (see Chart 22).

¹⁴ This group includes people with at least a university bachelor's degree.

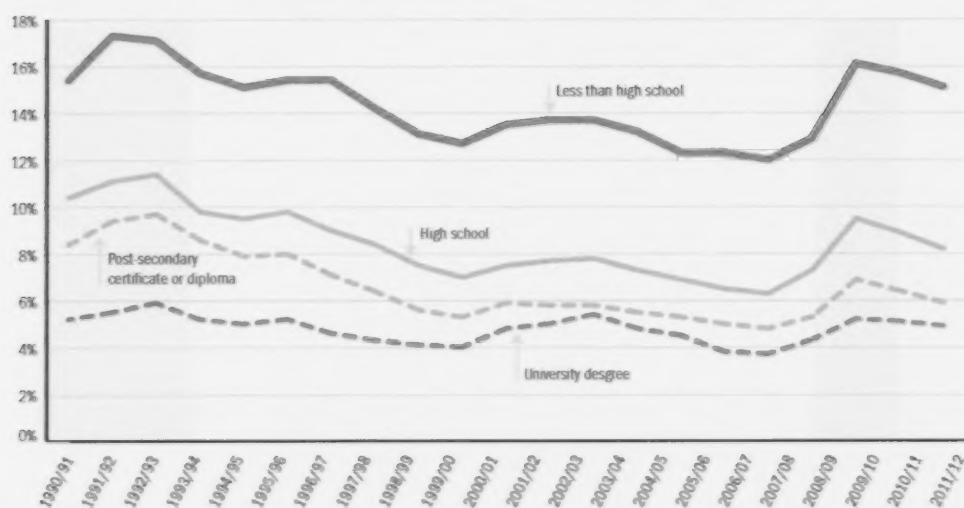
¹⁵ People in this group have a certificate (including a trade certificate) or diploma from an educational institution beyond the secondary level. Such credentials include certificates from vocational schools, apprenticeship training, community colleges, collèges d'enseignement général et professionnel (CEGEPs), schools of nursing, and certificates below a bachelor's degree obtained at a university.

¹⁶ This group includes people who graduated from high school but did not pursue post-secondary education, and those who pursued post-secondary education but did not complete it.

¹⁷ This group includes people with zero to eight years of education and those with some high school education.

CHART 22

Unemployment Rate, by Educational Attainment, 1990/91 to 2011/12



Note: Shaded areas corresponds to recessionary periods.

Source: Statistics Canada, Labour Force Survey.

3.5 Share of Unemployment, by Reason for Unemployment

There are a number of reasons for which an individual may experience an interruption in employment. The reason for the interruption is a key factor in determining eligibility for EI regular benefits, which are generally only available to individuals who have lost their jobs through no fault of their own or left their jobs with just cause.¹⁸

As indicated in Chart 23, individuals who became unemployed because they lost their jobs (job losers)¹⁹ accounted for the largest share of unemployment during recessionary periods in the past three decades (54.5% in 1981/82, 57.6% in 1990/91 and 49.4% in 2008/09). However, these figures declined in each

of the subsequent recovery periods. For example, job losers accounted for 42.7% of the unemployed population in 2011/12, declining by 6.7 percentage points in the three years following the onset of the late-2000s recession.

In contrast, there was a significant increase in the share of the unemployed who had not worked in the last year or had never worked (indicated as "other reasons" in Chart 23). Moreover, during and following the late-2000s recession, this category accounted for a larger share of total unemployment than it did during and following the previous two recessions. For example, in 2008/09, the share of the unemployed who had not worked in last year or had never worked was 28.5%, higher than the figures observed in 1990/91 (19.0%) and 1981/82 (20.5%).

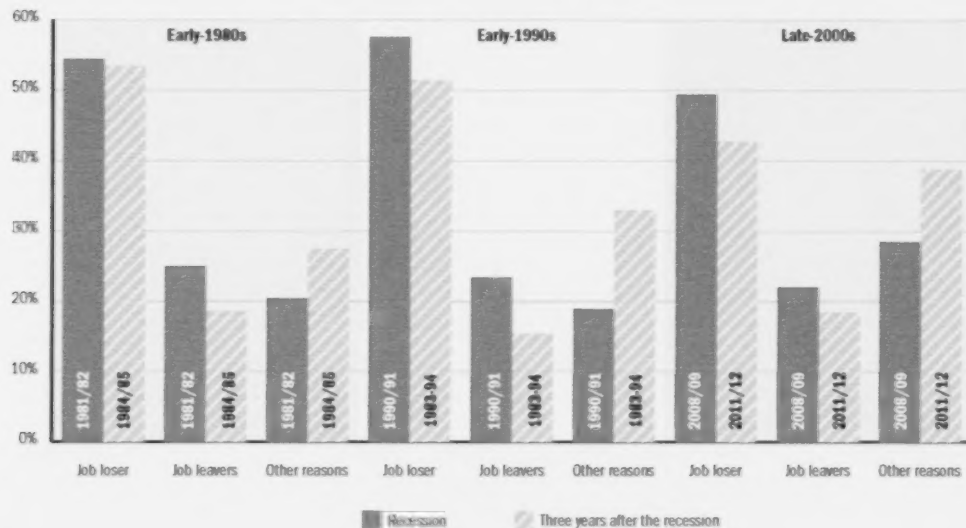
¹⁸ Service Canada determines whether a claimant's reason for job interruption is valid in terms of EI eligibility, in accordance with the Employment Insurance Act and the Employment Insurance Regulations.

¹⁹ The term "job losers" refers to persons currently not employed who last worked within the previous year and left that job involuntarily (business conditions or downsizing).

²⁰ The term "job leavers" refers to persons currently not employed who last worked within the previous year and left that job voluntarily. Reasons for leaving include illness, personal or family responsibilities, school attendance, no specific reason, change of residence, dissatisfaction with their job, retirement, sale or closure of their business (self-employed only), and pregnancy.

CHART 23

Share of Unemployment, by Reason for Unemployment



Note: The category "other reasons" encompasses people who have not worked in the last year or have never worked.

Source: Statistics Canada, Labour Force Survey.

In 2011/12, the share of the unemployed who voluntarily left their jobs (job leavers)²⁰ had decreased by 3.5 percentage points from 2008/09, to reach 18.5%. This decrease was a smaller decrease than those in the years following the previous two recessions. In 1993/94 and 1984/85, this share fell by 7.9 and 6.4 percentage points, respectively, from the onset of the recessions in 1990/91 and 1981/82.

In 2011/12, there were, on average, 1.2 unemployed people per job vacancy in the health care and social assistance industry, the lowest unemployed-to-job-vacancy ratio among the 10 largest industries. Meanwhile, the construction industry had the highest unemployment-to-job-vacancy ratio among the 10 largest industries, with 8.2 unemployed people for every vacant job (see Chart 25).

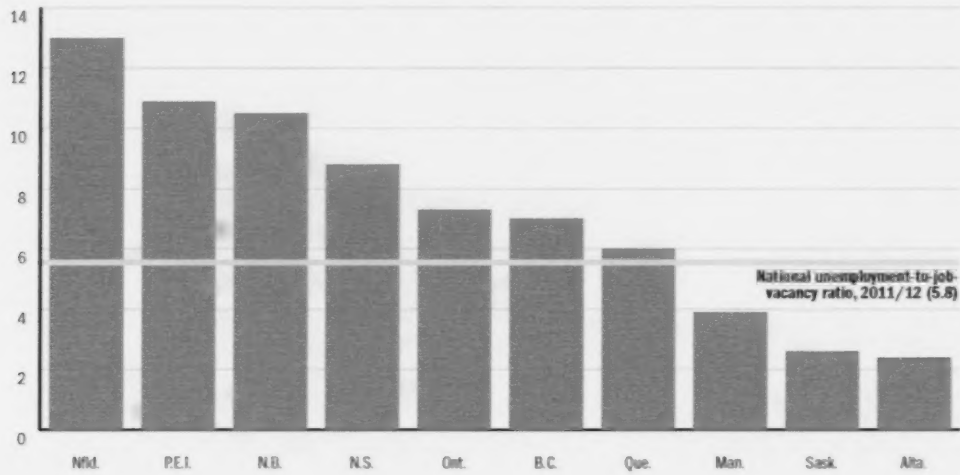
3.6 Job Vacancies and Unemployment-to-Job-Vacancy Ratio²¹

In 2011/12, there were 239,370 vacant jobs on average in Canada. For every job vacancy, there was an average of 5.8 unemployed people. As indicated in Chart 24, the Prairie provinces registered the lowest ratios of unemployed people to job vacancies, while the Atlantic provinces had the highest ratios.

²⁰ Data on job vacancies are collected through the monthly Business Payrolls Survey (BPS). A position is considered "vacant" if it meets all three of the following conditions: a specific position exists; work could start within 30 days; and the employer is actively seeking employees from outside the organization to fill the position. The unemployment-to-job-vacancy ratio is calculated using Labour Force Survey (LFS) data by dividing the total number of unemployed people, regardless of their previous work experience, by the number of vacant positions. This ratio reflects how many unemployed individuals are available for each vacant position and is a measure of the tightness of the overall labour market.

CHART 24

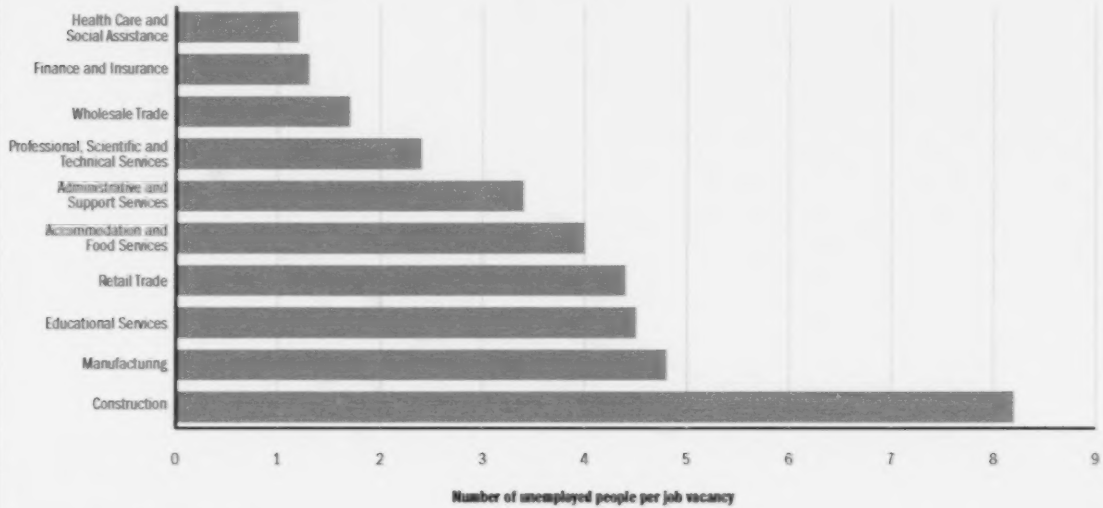
Unemployment-to-Job-Vacancy Ratio, by Province, 2011/12



Source: Statistics Canada, Job Vacancy Statistics.

CHART 25

Unemployment-to-Job-Vacancy Ratio, by Industrial Sector, 2011/12



Source: Statistics Canada, Job Vacancy Statistics.

CHAPTER 2

IMPACTS AND EFFECTIVENESS OF EMPLOYMENT INSURANCE PART I



This chapter examines the usage, impacts and effectiveness of Employment Insurance (EI) income benefits under Part I of the Employment Insurance Act.

Section I analyzes total income benefits, which combine all EI benefit types (regular, fishing, special and Work-Sharing benefits). Section II examines income support provided by EI regular benefits to individuals who lost their jobs through no fault of their own. Section III discusses EI fishing benefits paid to self-employed fishers. Section IV examines the role EI plays in helping Canadians balance work commitments with family responsibilities and personal illnesses through EI special benefits which include maternity, parental, sickness and compassionate care benefits. Section V discusses EI Work-Sharing benefits, which help employers and employees avoid temporary layoffs when normal level of business activity drop. Section VI profiles firms and their utilization (i.e., usage by their employees) of EI income benefits. Finally, Section VII provides general information on EI finances.

Unless otherwise indicated, numerical figures, tables and charts in this chapter are based on a 10%¹ sample of EI administrative data. Throughout the chapter, data for 2011/12 are compared with data

from previous years and, in some instances, long-term trends are discussed.² More data on the benefits discussed in this chapter can be found in Annex 2. Beyond the discussion of usage (claims³ and benefits paid⁴), this chapter also provides different measures of EI Part I adequacy.

In this report, the main source used to examine coverage, eligibility and accessibility to EI benefits among the unemployed is Statistics Canada's Employment Insurance Coverage Survey. In addition, data from the Survey of Labour and Income Dynamics are used to explore eligibility for EI benefits among the employed population. Supplementary analysis of job separations from Records of Employment is also provided in this chapter.

This chapter also analyzes the adequacy of EI Part I benefits by reporting on various indicators including the level of, entitlement to, duration of, exhaustion of and income redistribution from benefits. The level of benefits indicates the generosity of benefits, usually expressed as the average weekly benefit. Entitlement is the maximum number of weeks of benefits payable,

¹ Due to the relatively small number of fishing, Work-Sharing and compassionate care claims, 100% of these claims established during 2011/12 are used to ensure reliability.

² Administrative data in this report provide a snapshot of claims taken in August of each year. A snapshot of the fiscal year 2011/12, taken later, would provide slightly different results, without qualitatively changing the conclusions.

³ Claims refer to new claims established in 2011/12 for which at least \$1 of EI benefits was paid. Multiple types of benefits could be included in a single claim.

⁴ Benefits paid in 2011/12 could be associated with claims established in previous fiscal years.

which varies depending on the benefit type being discussed. Duration is the average number of benefit weeks that claimants actually use. Exhaustion occurs when claimants use all the benefit weeks to which they are entitled. Finally, income redistribution transfers income from high earners to low earners and from provinces and regions of low unemployment to provinces and regions of high unemployment.

In addition, throughout the chapter, several key EI provisions and pilot projects are discussed. EI provisions are legislated, permanent features of the EI program, while pilot projects are temporary measures that modify or replace existing provisions. EI pilot projects are used to test and assess the labour market impacts of new approaches before considering a permanent change to EI. Through these provisions and pilots, the program strives to find a balance between providing adequate income benefits and encouraging work attachment. It does so by providing incentives for EI claimants to work more before establishing a claim, as well as to work while on claim.

This chapter also profiles firms and their utilization (i.e., usage by their employees) of EI income benefits. This is part of the Commission's legislated mandate to monitor how the benefits and assistance are utilized not only by employees but also by employers. Section VI uses the number of firms with employees receiving EI income benefits as an indicator of EI utilization by employers. It also analyzes these firms to establish the extent to which their employees are receiving EI income benefits. These two indicators are then examined in further detail: first, by surveying the utilization of EI income benefits since 2004, to better understand the late-2000s recession from the perspective of firms; and, second, by considering the utilization of EI regular benefits in relation to various categories, including the location of a firm's headquarters, firm size and within industries. Finally, the benefits-to-contributions ratio is discussed for these categories.

For a detailed qualitative overview of the EI program, including information on eligibility requirements and the calculation of benefits, as well as EI provisions and pilot projects, please see Chapter 1 of the *2011 EI Monitoring and Assessment Report* at: <http://www.hrsdc.gc.ca/eng/jobs/ei/reports/mar2011/chapter1.shtml>.

1. Economic Action Plan 2012

Economic Action Plan 2012 announced a number of changes to the EI program.⁵ First, the Government of Canada has committed new investments over two years to better connect unemployed Canadians with available jobs in their local area. Along with providing relevant and timely job information, the government has updated the *EI Regulations* to clarify claimants' responsibilities to undertake a reasonable job search for suitable employment while receiving EI regular or fishing benefits.

Second, the government has introduced a new, permanent and legislated approach to the way EI benefits are calculated. Effective April 2013, EI claimants, with the exception of fishing and self-employed claimants, will have their EI benefit amounts calculated based on the weeks of their highest insurable earnings during the qualifying period, which is generally 52 weeks. The number of weeks used to calculate benefit rates will range from 14 to 22, depending on the unemployment rate in the EI economic region where the claimant resides. The new approach will make the EI program more responsive to changes in local labour markets and will ensure that those living in similar labour markets receive similar benefits. While the new approach is put into place, the Best 14 Weeks pilot project has been extended in 25 EI economic regions.

Third, the new Working While on Claim (WWC) pilot project reduces a claimant's benefits by 50% of his or her earnings while on claim, starting with the first dollar earned. This new pilot project will ensure that EI claimants always benefit from accepting more work and supporting their search for permanent employment. There is a degree of flexibility to this provision. Some claimants who had earnings between August 7, 2011 and August 4, 2012, and were eligible to benefit from the WWC pilot project rules, have the option of reverting to the rules of the previous WWC pilot project. Under the old rules, claimants were allowed to earn \$75 or 40% of their EI benefits, whichever was greater. After they reached that threshold, this was followed by a 100% clawback of benefits for all additional earnings.

⁵ For more information on Economic Action Plan 2012, please see actionplan.gc.ca.

Fourth, the government will limit rate increases to no more than 5 cents each year until the EI Operating Account is balanced. Once the account has achieved balance, the EI premium rate will be set annually at a seven-year break-even rate to ensure that EI premiums are no higher than needed to pay for the EI program. After the seven-year rate is set, annual adjustment to the rate will also be limited to 5 cents.

Lastly, a new Social Security Tribunal (SST) will become operational on April 1, 2013. The goal of the new SST is to establish a more streamlined, responsive and efficient administrative justice system that will operate coherently across all major federal social security programs. However, as these modifications were not implemented in 2011/12, the reference year for this report, their impacts and effectiveness will be discussed in future M&A reports.

I. TOTAL INCOME BENEFITS

In 2011/12, the total number of new EI claims increased slightly relative to 2010/11. However, the on-going economic recovery, coupled with the end of the temporary EI measures, resulted in a decrease in total EI benefit payments.

1. Total Income Benefits, Claims and Benefit Payments

In 2011/12, the total number of new EI income benefit claims increased by 2.0% (+36,830), from 1.85 million in 2010/11 to 1.88 million. As illustrated in Chart 1, the total number of new EI claims reached 2.16 million in 2009/10, the highest volume since 2000/01 as a result of the late-2000s recession.

The increase in claims in 2011/12 was driven by a 1.8% (+25,410) increase in EI regular benefits claims, a 1.8% (+9,230) increase in EI special benefits claims, a 3.4% (+973) increase in EI fishing benefits claims and an 11.7% (+2,675) increase in EI Work-Sharing benefits claims.

In contrast to the increase in the number of total EI claims, total EI benefit payments declined by 9.4% (-\$1.6 billion), from \$17.3 billion in 2010/11 to \$15.7 billion in 2011/12, after a decrease of 10.8% (-\$2.11 billion) in 2010/11. Despite these declines, EI benefits paid in 2011/12 were still significantly higher than what was paid before the late-2000s recession. Specifically, in comparison to 2007/08, total income benefits were 27.3% higher in 2011/12.

CHART 1

New EI Income Benefit Claims and Total EI Benefit Payments, 2001/02 to 2011/12

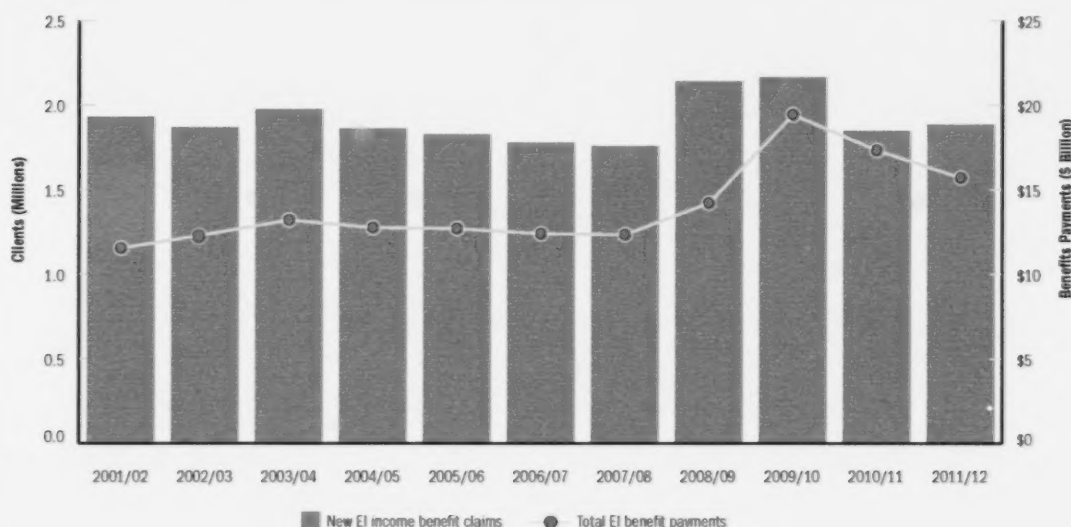


TABLE 1

Total EI Income Benefits (Part I),
Claims, 2011/12

Type of EI Benefit	EI Claims
EI Regular Benefits	1,422,270
EI Special Benefits^a	508,500
EI Parental Benefits	188,930
EI Sickness Benefits	331,220
EI Maternity Benefits	167,540
EI Compassionate Care Benefits	5,975
EI Fishing Benefits	29,506
EI Work-Sharing Benefits	23,755
Total^b	1,883,600

The decline in total EI benefit payments between 2010/11 and 2011/12 was largely driven by a 12.9% decline (from \$12.3 billion in 2010/11 to \$10.7 billion in 2011/12) in regular benefit payments as the result of the on-going economic recovery and the conclusion of the temporary EI measures introduced in response to the late-2000s recession. As shown in Chart 2, regular benefits accounted for 68.2% of total

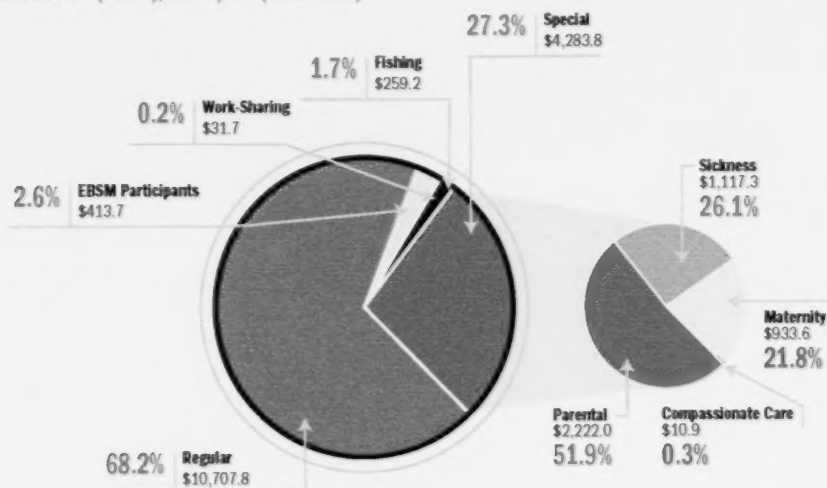
income benefits paid in 2011/12, decreasing slightly from 71.0% in the previous year (-2.8 percentage points). More detailed information on total income benefits can be found in Annex 2.1.

In comparison to regular benefits, special benefits tend to be less sensitive to economic cycles, and more sensitive to demographic shifts and to changes in labour force characteristics. In 2011/12, EI special benefit payments increased slightly, from \$4.18 billion in 2010/11 to \$4.28 billion in 2011/12 (+2.5%). EI parental benefit payments accounted for the largest share (51.9%) of EI special benefit payments. EI special benefit payments represented 27.3% of total EI income benefits paid.

Payments for all other types of benefits, such as EI fishing benefits, EI Work-Sharing benefits, and EI Part I payments to Employment Benefits and Support Measures (EBSMs) participants, comprised 4.5% of total EI income benefits payments. Although these three benefit payments declined as a whole by 17.2% in 2011/12, they remained 4.0% higher than what was paid in 2007/08. More detailed information on EBSMs can be found in Chapter 3.

CHART 2

Total EI Income Benefits (Part I), 2011/12 (\$ Millions)



^a The numbers for EI special benefits do not add up to the total presented because EI claimants can apply for multiple types of EI benefits in one EI claim.

^b The numbers in this table do not add up to the total presented because EI claimants can apply for multiple types of EI benefits in one EI claim.

TABLE 2

EI Claims, Employees,^[1] Benefit Payments and Average Weekly Benefit, by Province and Territory, 2011/12

Province or Territory	% of Total EI Claims	% of Employees	% of Total Benefit Payments	Average Weekly Benefit
Newfoundland and Labrador	4.6	1.4	5.7	\$394
Prince Edward Island	1.3	0.4	1.4	\$381
Nova Scotia	4.7	2.7	5.1	\$377
New Brunswick	4.9	2.1	5.4	\$370
Quebec ^[2]	27.9	22.8	22.7	\$378
Ontario	31.5	38.3	33.1	\$382
Manitoba	3.1	3.8	2.9	\$368
Saskatchewan	2.3	3.1	2.4	\$392
Alberta	7.6	12.2	8.6	\$410
British Columbia	11.8	12.8	12.1	\$377
Nunavut	0.1	0.1	0.1	\$439
Northwest Territories	0.1	0.2	0.2	\$449
Yukon	0.1	0.1	0.2	\$443
Canada	100	100	100	\$382

^[1] Statistics Canada, Employment, Earnings and Hours (Ottawa: Statistics Canada, monthly), Cat. No. 72-002 XIB.^[2] Quebec claims do not include claims for maternity and parental benefits, as the province has its own program—the Quebec Parental Insurance Plan (QPIP)—to provide such benefits.

1.1 Total Income Benefits Claims, by Province and Territory

Provincial and territorial labour markets vary in their demographic and sectoral composition. As shown in Table 2, the provincial/territorial distribution of EI claims does not necessarily align with their distribution of employees. For example, the Atlantic provinces accounted for 15.4% of total EI claims in 2011/12, but accounted for 6.6% of all employees,^{*} representing the largest percentage-point difference between the share of EI claims and the share of employees. Ontario and Quebec had the largest shares of employees, with Ontario accounting for 38.3% of national employment and Quebec accounting for 22.8%. These two provinces also had the largest shares of total EI claims, with 31.5% and 27.9%, respectively.

In 2011/12, total benefits payments declined in seven provinces and territories, with the largest declines occurring in Alberta (-17.1%, -\$278.2 million) and British Columbia (-14.3%, -\$318.3 million).

Although the other six provinces and territories recorded increases in total benefits payments from 2010/11, the increases were not significant. The sharpest increases in total benefits payments occurred in the Northwest Territories (+4.1%, +\$1.3 million) and Yukon (+2.3%, +\$0.7 million).

In 2011/12, average weekly benefit rates increased in every province and territory. The most notable increases took place in Newfoundland and Labrador (+\$17, +4.6%), Saskatchewan (+\$16, +4.2%) and Nova Scotia (+\$14, +4.0%). The increases observed in the provincial and territorial average weekly benefit rates were in line with the increases in average weekly earnings, as discussed in Chapter 1. Provincial and territorial average weekly benefit rates ranged from \$368 in Manitoba to \$449 in the Northwest Territories, with the highest average weekly benefit rates in the three territories.

^{*} Employees are defined in the Survey of Employment, Payroll and Hours (SEPH) as persons receiving pay for services rendered in Canada or for paid absence, and for whom the employer is required to complete a Canada Revenue Agency T-4 Supplementary form. The employee concept excludes owners or partners of unincorporated businesses and professional practices, the self-employed, unpaid family workers, persons working outside Canada, military personnel, and casual workers for whom a T-4 is not required. The number of employees differs between the SEPH and the Labour Force Survey.

1.2 Total Income Benefits Claims, by Gender and Age

The number of claims established by women increased by 22,220 in 2011/12 (+2.7%), following a decrease of 100,380 in 2010/11 (-10.7%). The number of claims established by men rose by 14,610 (+1.4%), after a significant decline in 2010/11 of 218,290 claims (-17.8%).

The increase in EI claims for women was partly due to the 2.8% increase in the number of claims established in the services-producing sector, where women tend to be over-represented (women represented 54.7% of workers in the sector in 2011/12).⁹

As indicated in Chart 3, during the late-2000s recession, the proportion of total EI claims established by men increased significantly, from 53.9% in 2007/08 to 57.6% in 2008/09. Correspondingly, the proportion of total EI claims established by women decreased from 46.1% to 42.2% during the same period. This is attributable to the fact that the late-2000s recession had a relatively greater impact on industries in the goods-producing sector, such as manufacturing and construction, where men are

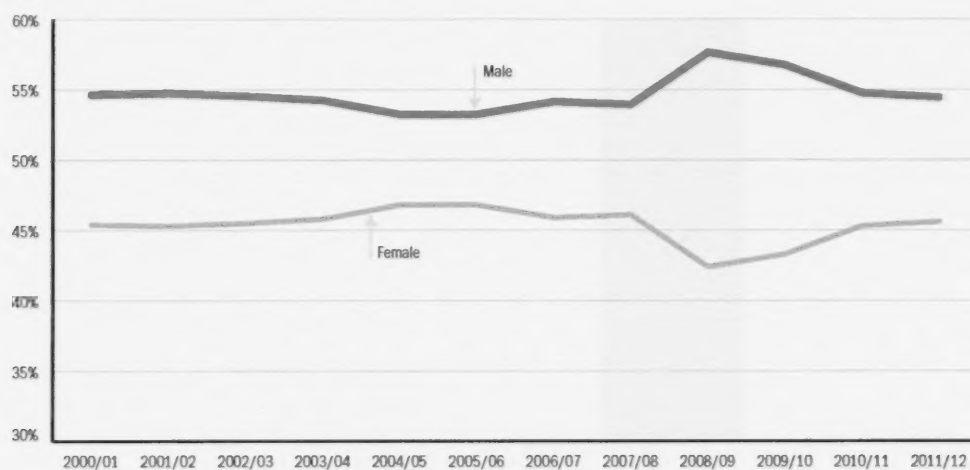
over-represented (for example, in 2011/12, men accounted for 71.2% and 88.9% of employment in those sectors, respectively). As the recovery took hold, the proportions of total EI claims established by both women and men slowly returned to their pre-recession levels.

Total benefits paid to men decreased by 12.1% in 2011/12, after decreasing by 17.0% in the previous fiscal year, while total benefits paid to women fell by 6.2% in 2011/12, after a decrease of 2.6% in the previous year. Despite an overall decline in 2011/12, total benefits paid remained significantly higher than pre-recession levels (28.9% higher for men and 25.5% higher for women in comparison to 2007/08).

Between 2010/11 and 2011/12, the unemployment rate fell across all three major age groups. However, only youth (aged 15 to 24 years) registered a decline of 6.3% (-13,800) in the total number of EI claims established. Total EI claims for core-aged workers (aged 25 to 54) and older workers (aged 55 years and older) increased by 18,260 (+1.4%) and 32,370 (+10.5%), respectively. In comparison to pre-recession levels in 2007/08, the claim volume was higher for all age groups (+0.5% for youth, +3.2% for core-aged

CHART 3

Proportion of Total EI Claims, By Gender, 2000/01 to 2011/12



Note: Shading corresponds to a recessionary period.

⁹ Statistics Canada, Labour Force Information (Ottawa: Statistics Canada), Cat. No. 71-001-XIE.

workers and +32.1% for older workers). The larger increase in claim volume among older workers is likely attributable to the lingering effects of the late-2000s recession, as the precarious financial climate caused some older workers to either re-enter the labour market to earn additional income or postpone retirement until the economy strengthens significantly.

2. Income Redistribution from Income Benefits

To measure the extent of redistribution for total EI income benefits, the amount of EI benefit payments received in each province/territory, industry or demographic group is divided by the total amount of EI premiums collected, which constitute the benefits-to-contributions (B/C) ratio. The amount of EI premiums collected is based on the latest Canada Revenue Agency (CRA) tax data available, which are for 2010. EI benefit data used for this analysis of B/C ratios are therefore for 2010 as well. These ratios are then normalized, so that the ratio for Canada is equal to 1.0. The resulting ratio for each

group indicates whether the province/territory, industry or demographic group receives more in EI benefits than it contributes to the program, relative to Canada as a whole.

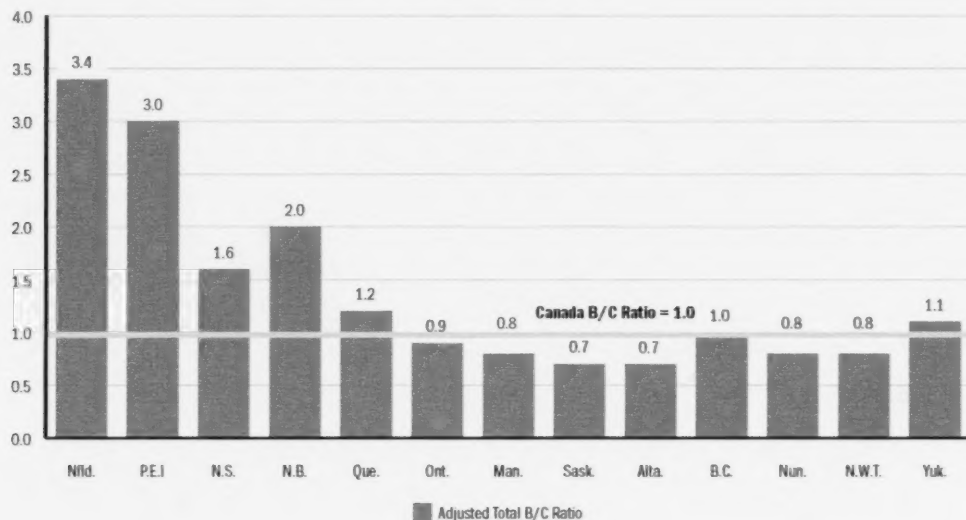
A province/territory, industry or demographic group with an adjusted ratio higher than 1.0 is a net beneficiary of the EI program while those with an adjusted ratio lower than 1.0 are net contributors to the program within the Canadian context. Annex 2.19 provides a detailed account of EI premiums paid and regular benefit payments received across different provinces and territories, industries, and demographic groups.

2.1 Benefits-to-Contributions Ratios, by Province and Territory

The Atlantic provinces and Quebec continued to be net beneficiaries of EI total income benefits in 2010, as they were in previous years, with adjusted ratios greater than 1.0, while Ontario and the Prairie provinces remained net contributors, with adjusted ratios below 1.0 (see Chart 4).

CHART 4

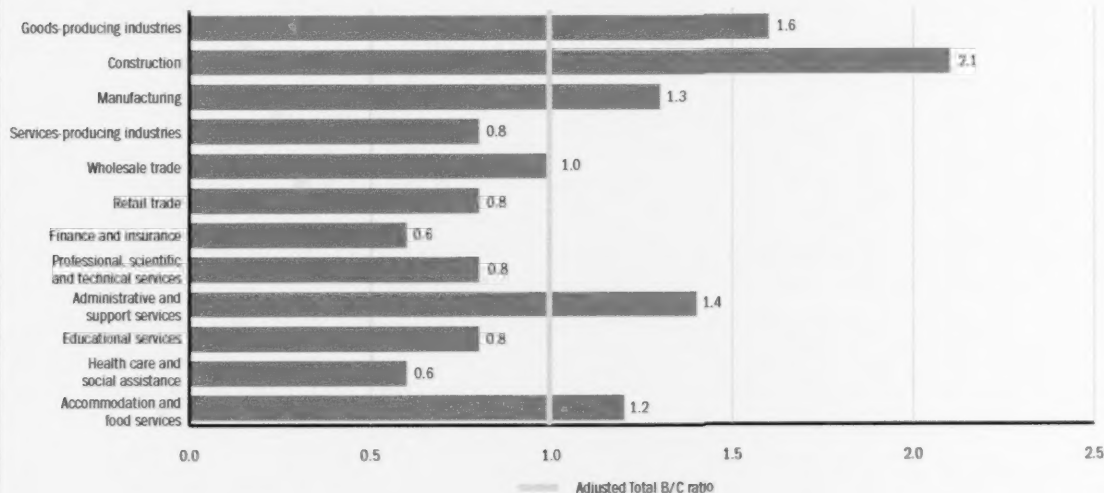
Adjusted Total Benefits-to-Contributions (B/C) Ratios, by Province, 2010



Sources: Canada Revenue Agency, 2010 T-4s with employment income; EI administrative data; Statistics Canada, Labour Force Survey.

CHART 5

Adjusted Total Benefits-to-Contributions (B/C) Ratio, by Sector and Industry, 2010



Sources: Canada Revenue Agency, 2010 T-4s with employment income; EI administrative data; Statistics Canada, Labour Force Survey.

2.2 Benefits-to-Contributions Ratios, by Industrial Sector

In 2010, the goods-producing sector was a net beneficiary of EI benefits, with an adjusted regular benefits-to-contributions ratio of 1.6, while the services-producing sector was a net contributor of EI benefits, with an adjusted ratio of 0.8 (see Chart 5).

2.3 Benefits-to-Contributions Ratios, by Gender and Age and Income

Men and women were neutral in their usage of EI income benefits, according to the adjusted benefits-to-contributions ratios for EI income benefits, as they both had a ratio of 1.0.

Among different age groups, claimants aged 25 to 44 had a ratio of 1.1, as they made up the majority of maternity and parental benefit recipients. Youth also showed a benefits-to-contributions ratio of 1.1. Claimants aged 55 and older had a benefits-to-contributions ratio of 1.0, even though their 2011/12 claim volume was 32.1% higher than their pre-recession volume of 2007/08.

A study on the financial impact of receiving EI¹⁰ concludes that low-income families have a higher benefits-received-to-contributions ratio than high-income families do. In fact, families with after-tax income below the median received 34% of total benefits and paid 18% of all premiums. Moreover, an evaluation study,¹¹ using the Longitudinal Administrative Database, found that the distributional impact of EI increased substantially during the late-2000s recession.

3. Family Supplement Provision

The Family Supplement provides additional benefits to low-income families with children,¹² giving eligible claimants a benefit rate of up to 80% of their average weekly insurable earnings and is available for all benefit types. In 2011/12, a total of 101,130 claims qualified for the Family Supplement, a decrease of 7.7% from the previous year. The average weekly top-up increased to \$42.69, from \$42.31 in the previous year. More detailed information on the Family Supplement can be found in Annex 2.15.

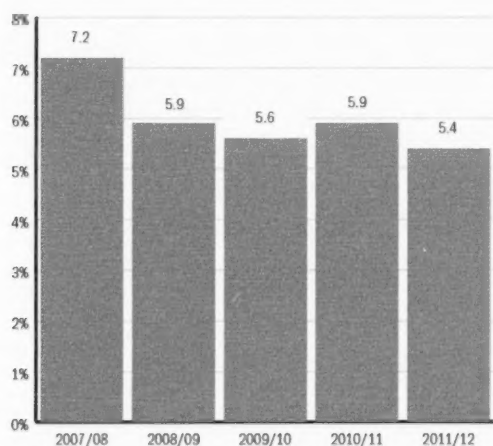
¹⁰ Constantine Kapsalis, *Financial Impacts of Receiving Employment Insurance* (Ottawa: Data Probe Economic Consulting Inc., 2010).

¹¹ Finnie, Ross and Ian Irvine, *The Redistributive Impact of Employment Insurance 2007-2009* (Ottawa: HRSDC, Evaluation Directorate, 2012).

¹² For the Family Supplement provision, low-income families are defined as families with a net income of up to \$25,921 per year and at least one child less than 18 years of age.

CHART 6

Proportion of EI Income Benefit Claimants Receiving the Family Supplement, 2007/08 to 2011/12



Women are more likely than men to receive the Family Supplement top-up. In 2011/12, women represented 77.7% of Family Supplement recipients, similar to the previous year (77.5% in 2010/11).

In 2011/12, low-income families received \$112.6 million in additional benefits through the Family Supplement, a decrease of 13.2% from the previous year. Family Supplement payments decreased for both genders and for all age groups in 2011/12, with men (-17.7%) and claimants aged 55 years and older (-16.9%) experiencing the largest declines.

The proportion of all EI claimants receiving the Family Supplement top-up decreased from 5.9% in 2010/11 to 5.4% in 2011/12. The proportion of claimants receiving the Family Supplement top-up has been dropping over the past decade, as illustrated by Chart 6. The overall decline in the share of these claims is due largely to the fact that the Family Supplement threshold has been held constant while family incomes have continued to rise.

In general, recipients of the Family Supplement top-up are entitled to fewer weeks of regular benefits than non-recipients are but collect more weeks of regular benefits and use a higher percentage of their entitlement. Among claims established in 2010/11,¹³ Family Supplement recipients were entitled to an average of 33.2 weeks of EI benefits, while non-recipients were entitled to 36.7 weeks. However, Family Supplement recipients used 7.8 more weeks of EI benefits, on average, than non-recipients did (31.3 weeks and 23.5 weeks, respectively). While the number of claimants receiving the Family Supplement top-up has been on the decline, this analysis suggests that recipients of the supplement rely on EI benefits more than non-recipients do and that the top-up continues to provide important additional temporary income support for low-income families.

4. Premium Refund Provision

The EI program has specific provisions for contributors who are unlikely to qualify for benefits. Employees with insured earnings of less than \$2,000 are entitled to a refund of their EI premiums when they file an income tax return.

According to Canada Revenue Agency (CRA) T-4 data from employers, 1.1 million individuals had insured earnings of less than \$2,000 and were eligible for an EI premium refund in 2010, representing 6.4% of those in paid employment.

In addition, an evaluation study¹⁴ using CRA T-1 data from individual tax-filers found that, in 2010, there were 610,000 individuals that received the EI premium refund, with an average refund of \$16.40 per individual.

5. EI Support for Apprentices

Apprenticeship is the key means by which individuals gain the skills they need in order to be certified in the skilled trades. In 2010, approximately 2.9 million Canadians worked in skilled trades that were designated for apprenticeship training, representing 17% of the labour force. The duration of apprenticeship programs can range from two to five years, depending on the trade and jurisdiction.

¹³ Data and analysis on the duration of Family Supplement benefits relate to claims established in 2010/11 to ensure that all claims were completed.

¹⁴ HRSDC, *EI Premium Refund: Trend Analysis 1997-2010* (Ottawa: HRSDC, Evaluation Directorate, 2012)

Apprenticeship is a structured system composed primarily of supervised on-the-job training supported by shorter periods of intensive, in-class technical instruction, during which apprentices develop new skills and knowledge, which they can use immediately in the workplace. In many apprenticeship programs, these in-class technical training periods alternate with the on-the-job work training component for several weeks (6-8 weeks is the norm for block training). The EI program facilitates apprenticeship training by providing EI regular benefits to apprentices during periods of block classroom training.

In 2011/12, a total of 40,110 new apprenticeship claims were established, which represented an increase of 4.5% from the previous year. Total benefits paid to apprentices decreased by 2.6%, from \$172.3 million in 2010/11 to \$167.8 million in 2011/12. However, apprentices received a higher average weekly benefit than the average EI claimant (\$428 vs. \$382).

Typically, apprenticeship claimants are male, are younger than 45 and work in the construction industry. In 2011/12, almost all apprenticeship claimants were younger than 45 (97.1%), with just under half (49.7%) being under 25 years old. Furthermore, men made 96.3% of all apprenticeship claims in 2011/12.

The construction industry is traditionally over-represented in the number of new apprenticeship claims. In 2011/12, this industry accounted for 55.3% of all new apprenticeship claims, while manufacturing, which had the next highest share, accounted for 8.7%.

While apprentices tend to have an entitlement similar to that of other EI claimants, they use fewer weeks of benefits, which is consistent with the relatively short duration of in-class apprenticeship training. In 2011/12, apprenticeship claims had an average entitlement of 35.3 weeks, slightly higher than that of non-apprenticeship claims (33.1 weeks). However, the average duration of apprenticeship claims was 10.1 weeks, compared with 20.1 weeks for non-apprenticeship claims.

6. Economic Action Plan Temporary EI Measures

As of March 31, 2012, over 1.5 million claimants¹⁵ had received \$3.4 billion in additional benefits as a result of the temporary EI measures from the Economic Action Plan of the Canadian federal budget for the 2009/10 fiscal year.

The **Extension of EI Regular Benefits** provided 5 extra weeks of regular EI benefits for all individuals with an active claim between March 1, 2009, and September 11, 2010. For these individuals, the number of weeks of benefits payable ranged from 19 to 50, rather than 14 to 45, depending on the number of insurable hours in the qualifying period and the unemployment rate in the region where the claim was established.

The **Extension of EI Benefits for Long-Tenured Workers** allowed EI-eligible claimants who met the long-tenured worker definition¹⁶ and who established their claim between January 4, 2009, and September 11, 2010, to be eligible for up to 20 weeks of additional benefits, depending on how long they had been working and paying into EI.

The **Career Transition Assistance (CTA) Initiative** offered displaced long-tenured workers the opportunity to receive earlier or extended EI regular benefits if they undertook longer-term training early in their claim. The temporary measures included the Extended Employment Insurance and Training Incentive (EETI) pilot project and the Severance Investment for Training Initiative (SITI). Provinces and territories were responsible for approving clients for training.

The EETI increased the duration of EI Part I income support offered to long-tenured workers pursuing significant training, up to a maximum of 104 weeks (including the two-week waiting period). This extension included up to 12 consecutive weeks of EI regular benefits following the completion of training to facilitate job search and re-employment.

¹⁵ The number of claimants who received additional EI benefits as a result of the Economic Action Plan measures is determined according to when the additional benefits were paid rather than when the claim was established.

¹⁶ A long-tenured worker is an individual who has contributed to the EI program (paying at least 30% of the annual maximum EI premiums) for at least 7 out of the last 10 calendar years and has received no more than 35 weeks of EI regular benefits in the last 5 years.

TABLE 3

Claims Impacted and Benefits Paid Under the Economic Action Plan

		2008/09	2009/10	2010/11	2011/12	Total
Extension of EI Regular Benefits	Claims Impacted	87,050	561,600	563,690	87,120	1,299,460
	Benefits Paid (\$ Million)	82.3	847.2	848.3	143.6	1,921.3
Extension of EI Benefits for Long-Tenured Workers	Claims Impacted	N/A	61,440	128,360	31,310	221,110
	Benefits Paid (\$ Million)	N/A	196.7	635.4	174.0	1,008.0
Career Transition Assistance	Claims Impacted	N/A	7,874	2,401	450	10,725
	Benefits Paid (\$ Million)	N/A	14.7	80.6	19.3	114.6
Work-Sharing ¹⁷	Benefits Paid (\$ Million)	N/A	206.3	78.6	25.4	310.3

The SITI allowed earlier access to EI Part I regular benefits for eligible claimants who invested in their own training, using all or part of their severance package. SITI participants who met the eligibility requirements of the EEIT were able to participate in both measures.

Changes to the Work-Sharing Program temporarily eased the requirements for the recovery plan, streamlined the application process for employers and extended the maximum duration of agreements. Changes introduced as part of Budget 2009 extended Work-Sharing agreements by 14 weeks to a maximum of 52 weeks for applications received between February 1, 2009, and April 3, 2010. Budget 2010 further extended existing or recently terminated agreements for up to an additional 26 weeks, to a possible maximum of 78 weeks, and maintained the flexibility in qualifying criteria for new Work-Sharing agreements. These Budget 2010 enhancements were in place until April 2, 2011. Budget 2011 announced a new temporary measure to assist employers who continued to face challenges. It made available an extension of up to 16 weeks for active or recently terminated Work-Sharing agreements. This temporary measure ended in October 2011. In addition, Budget 2011

announced new policy adjustments to make the program more flexible and efficient for employers. These new provisions include a simplified recovery plan, more flexible utilization rules and technical amendments to reduce administrative burden.

As of March 31, 2012, a total of 1,299,460 claims¹⁸ had benefited from the Extension of EI Regular Benefits temporary measure and had been completed. Of that number, 75.7% (2008/09), 81.0% (2009/10) and 78.1% (2010/11) received the full five weeks that were available for them.

As the automatic increase in entitlement raised the average regular benefit entitlement by 2.4 weeks to 32.3 weeks in 2011/12, the introduction of the Extension of EI Regular Benefits and the Extension of EI Benefits for Long-Tenured Workers temporary measures increased the regular benefit entitlement by almost an additional 4 weeks, to an average of 36.0 weeks.

The average duration of regular benefits for these claims was 28.7 weeks in 2008/09, 34.0 weeks in 2009/10,¹⁹ 36.7 weeks in 2010/11 and 41.2 weeks in 2011/12. In addition, these claims were associated with, on average, 4.5 weeks of the additional 5 weeks available in 2008/09, 4.6 weeks in 2009/10, 4.5 weeks in 2010/11, and 4.3 weeks in 2011/12.

¹⁷ The number of Work-Sharing claims with EI benefits as a result of the Economic Action Plan measures cannot be identified and thus is not included in this figure.

¹⁸ The number of claims with additional EI benefits as a result of the Economic Action Plan measures is determined according to when the additional benefits were paid rather than when the claim was established.

¹⁹ The estimates for claims affected and payments made in 2009/10 under the Extension of EI Regular Benefits temporary measure were slightly revised from those reported in the 2010 Monitoring and Assessment Report as more recent data became available.

As of March 31, 2012, a total of 221,100 claims from long-tenured workers²⁰ had benefited from the Extension of EI Benefits for Long-Tenured Workers temporary measure and had been completed. Of these claims, 66.3% received all the additional weeks that were available to them in 2009/10 and 47.9% did so in 2010/11, while 53.4% received all additional weeks available to them in 2011/12.

The average duration of regular benefits for these claims was 49.7 weeks in 2009/10, 50.9 weeks in 2010/11 and 51.7 weeks in 2011/12. In addition, these claims were associated with, on average, 13.7 weeks of their additional regular entitlement in 2009/10, 11.0 weeks in 2010/11 and 10.2 weeks in 2011/12.

A recent study²¹ on the impact of the Extension of EI Regular Benefits temporary measure shows that the number of weeks of overall entitlement negatively affected the probability of using the additional weeks of benefits provided under the Extension of EI Regular Benefits. For instance, 50.2% of claimants with a maximum of 25 weeks of entitlement used at least 1 of the 5 additional weeks available to them, while only 24.5% of claimants with 41 to 50 weeks of entitlement used the additional weeks of regular benefits.

Another study²² on the Extension of EI Benefits for Long-Tenured Workers temporary measure reveals that the more additional weeks long-tenured workers were entitled to, the more likely they were to use them. For instance, long-tenured workers who were entitled to 8 to 20 additional weeks of regular benefits were more likely to use at least some of their additional weeks than those who were entitled to only 5 additional weeks under this temporary measure.

Recent evaluation studies find similar results in terms of the positive effect that both of the temporary measures had on the exhaustion rate of claimants who qualified for additional weeks of regular benefits. For instance, a recent evaluation study²³ estimates that the Extension of EI Regular Benefits temporary measure decreased the probability of entitlement exhaustion by 4.8 percentage points. Another evaluation study²⁴ finds that among long-tenured workers who qualified for additional weeks of regular benefits under the Extension of EI Benefits for Long-Tenured Workers temporary measure, only 17.1% exhausted their benefit entitlement. According to this study, this exhaustion rate was about half the rate (29.6%) recorded for non-long-tenured workers. The evaluation also finds that the exhaustion rate for long-tenured workers ranged from a high of 33.3% for claimants entitled to a total of 26 to 30 weeks of regular benefits to a low of 11.4% for claimants entitled to a total of 66 to 70 weeks of regular benefits.

II. ASSISTING CANADIANS DURING UNEMPLOYMENT: EI REGULAR BENEFITS

EI regular benefits provide temporary financial assistance to workers who have lost their job through no fault of their own, while they look for work or upgrade their skills, provided that they have contributed to the program and accumulated the required number of insurable hours. In most cases, individuals require between 420 and 700 insured hours to qualify, based on the unemployment rate in the economic region where they reside, to access regular benefits. This feature of the EI program is called the Variable Entrance Requirement (VER).

²⁰ The number of claims with additional EI benefits as a result of the Extension of EI Benefits for Long-Tenured Workers temporary measure is determined according to when the additional benefits were paid rather than when the claim was established.

²¹ HRSDC, *Extended Duration of Employment Insurance Regular Benefits: Second Evaluation Study Update* (Ottawa: HRSDC, Evaluation Directorate, 2012).

²² HRSDC, *Analysis of the Use of the Extension of Employment Insurance Regular Benefits for Long-Tenured Workers (EELTW)* (Ottawa: HRSDC, Evaluation Directorate, 2012).

²³ HRSDC, *Extended Duration of Employment Insurance Regular Benefits: Second Evaluation Study Update* (Ottawa: HRSDC, Evaluation Directorate, 2012).

²⁴ HRSDC, *Analysis of the Extension of Employment Insurance Regular Benefits for Long-Tenured Workers (EELTW)* (Ottawa: HRSDC, Evaluation Directorate, 2012).

However, workers who have recently entered the labour market for the first time (new entrants) and those who have limited or no work experience in the last two years (re-entrants) require 910 insured hours, regardless of where they reside. These two groups are collectively known as new-entrants/re-entrants (NEREs).

1. EI Regular Benefits, Claims and Benefit Payments

In 2011/12, there were 1.42 million new EI regular claims established, an increase of 1.8% (+25,410) compared with the previous year. This follows a 13.6% decrease in EI regular claims in 2010/11 and a 1.6% decrease in EI regular claims in 2009/10.

The increase in EI regular claims in 2011/12 was partly attributable to the slowing of the pace of recovery in Canada compared with the previous year, as well as more claimants having exhausted their benefit entitlement due to the conclusion of the temporary EI measures under the Economic Action Plan.

Total regular benefit payments decreased by 12.9% to \$10.71 billion in 2011/12. Despite this decrease, total payments for regular benefits remained 12.8% higher than they were in 2007/08.

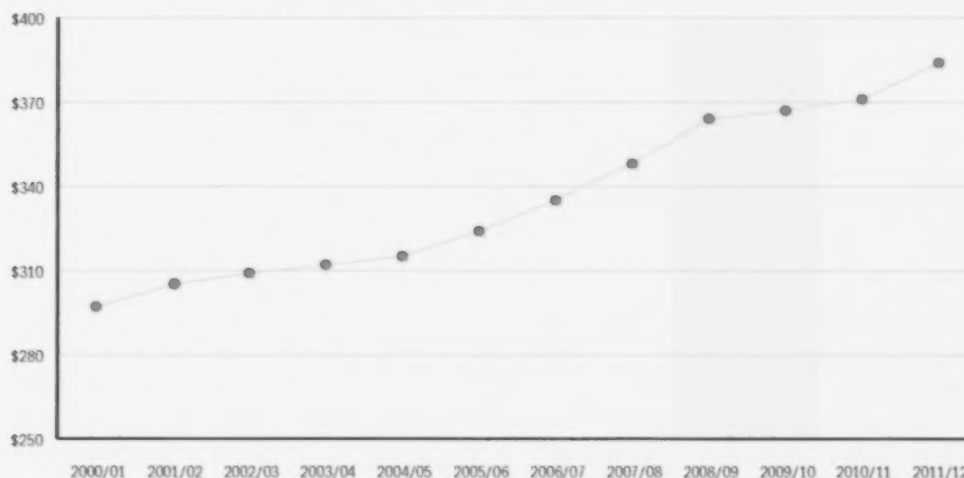
As indicated in Chart 7, after two years of slight increases (\$4 in 2010/11 and \$3 in 2009/10, respectively), the average weekly benefit rate for regular claims rose significantly by \$13 from \$371 in 2010/11 to \$384 in 2011/12. The increase in 2011/12 is consistent with the annual increases observed during the pre-recession period, when the average weekly benefit rate increased by \$16 in 2008/09, \$12 in 2007/08 and \$11 in 2006/07.

1.1 EI Regular Benefit Claims, by Province and Territory

In 2011/12, seven provinces and territories recorded decreases in the number of new regular claims compared with 2010/11. Among provinces, the most notable decreases occurred in Alberta (-9.5%, -9,200) and British Columbia (-3.4%, -5,490).

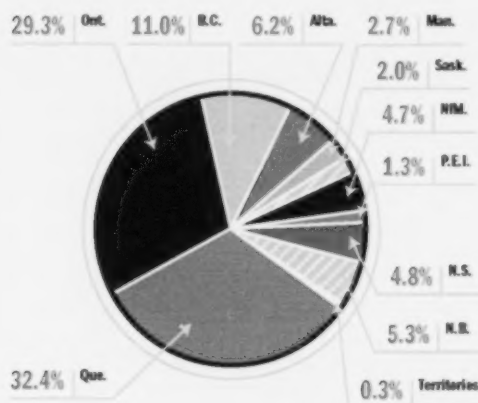
CHART 7

Average Weekly Benefit Rates For Regular Claims, 2000/01 to 2011/12



Note: Shaded area corresponds to a recessionary period.

CHART 8
Provincial/Territorial Distribution of New EI Regular Claims, 2011/12



Note: The total number of new EI regular claims was 1.4 million in 2011/12 in Canada.

The largest provincial increases in the number of new regular claims occurred in Ontario (+4.6%, +18,460), Manitoba (+4.3%, +1,620) and Quebec (+4.2%, +18,670). As shown in Chart 8, these three provinces accounted for 29.3%, 2.7% and 32.4% of all new regular claims, respectively.

As illustrated in Chart 9, in 2011/12, Newfoundland and Labrador was the only province to record fewer new EI regular claims than it recorded in 2007/08, before the recession (-4.4% between 2007/08 and 2011/12). In all other provinces and territories, claim volumes remained above 2007/08 levels; for example, the number of new regular claims in Alberta and British Columbia remained 51.2% and 27.5% above pre-recession levels, respectively, despite the year-over-year decreases observed in 2011/12.

1.2 EI Regular Benefit Claims, by Sector and Industry

In 2011/12, there were 534,240 new EI regular claims established in the goods-producing sector, comprising 37.6% of all EI regular claims. As mentioned in Chapter 1, the goods-producing sector comprised 21.9% of employment in 2011/12, indicating that the goods-producing sector was over-represented among EI regular claims.

Although the number of new EI regular claims increased by 0.9% (+4,810) in 2011/12, it remained 1.3% (-7,140) below its 2007/08 level, prior to the recession. As illustrated in Chart 10, the number of EI regular claims in the goods-producing sector peaked at 732,540 claims in 2008/09. As the recovery took hold, the number of regular claims in the sector declined significantly: by 2010/11, it was below the pre-recession level.

CHART 9
EI Regular Claims, % Change Between 2007/08 and 2011/12, by Province

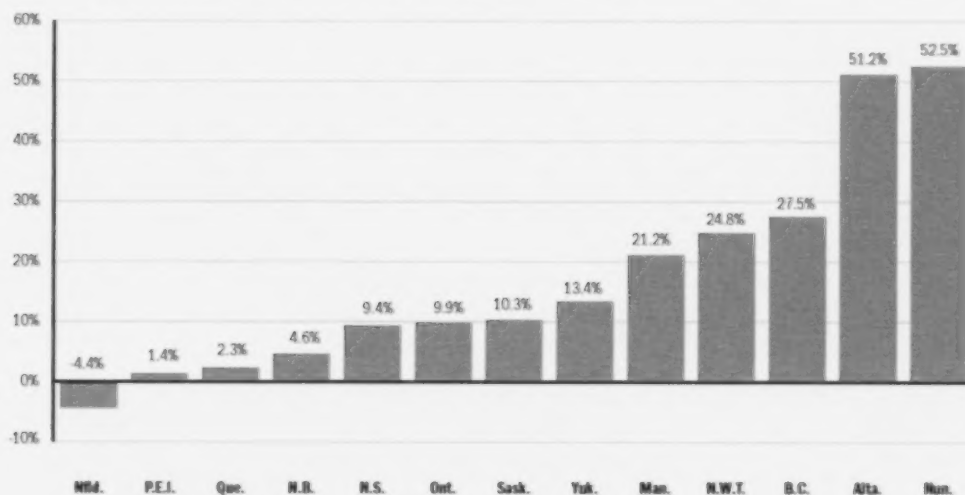
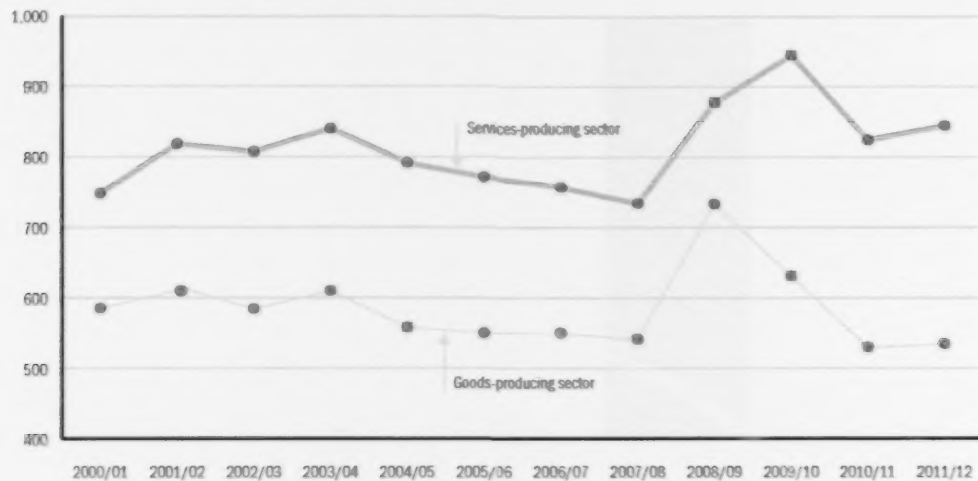


CHART 10

EI Regular Claims (000s), By Sector, 2000/01 to 2011/12



Note: Shading corresponds to a recessionary period.

In addition, EI regular benefit payments to claimants in the goods-producing sector fell by 13.1% in 2011/12, after a 22.9% decrease in 2010/11. The two largest industries in the sector—manufacturing and construction—experienced declines in benefit payments of 22.8% and 7.3%, respectively. More detailed information on EI regular benefit payments by sector and industry can be found in Annex 2.3.

The number of EI regular claims from the services-producing sector peaked at 944,030 claims in 2009/10, comprising 59.3% of all EI regular claims.²⁵ As mentioned in Chapter 1, the services-producing sector comprised 78.1% of employment in 2011/12, indicating that the services-producing sector was under-represented among EI regular claims.

The services-producing sector showed a differing trend in 2011/12 compared to the goods-producing sector. In 2010/11, the number of EI regular claims in the sector declined (-12.7%), reflecting the recovery from the recession, but did not return to its pre-recession level. In 2011/12, the number of EI regular claims increased by 2.0% to 844,090 claims, putting further distance between the volume of claims in 2011/12 and the pre-recession level.

Regular benefit payments to claimants in the services-producing sector fell by 13.2% in 2011/12, after a slight decrease of 4.4% in the previous year. The largest decline in benefit payments in the sector occurred in finance and insurance (-22.6%), followed by wholesale trade (-22.4%), and information and cultural (-22.2%) industries.

1.3 EI Regular Benefit Claims, by Gender and Age

In 2011/12, the number of new EI regular claims increased for both men (+1.0%) and women (+3.1%). The number of new regular claims established remained 9.9% higher for men and 10.4% higher for women than it was before the onset of the recession in 2007/08. As a result of the sharper increase in the number of new regular claims by women, the proportion of regular claims established by women increased by 0.5 percentage points to 39.8%, while that for men decreased by 0.5 percentage points to 60.2% in 2011/12.

Regular benefits paid to men decreased by 13.3% in 2011/12, after decreasing by 17.1% in 2010/11. Meanwhile, benefits paid to women fell by 12.2%, after a decrease of 2.4% in 2010/11. Despite these

²⁵ Claims from unclassified industries comprised 3.1% of all EI regular claims.

recent declines, when comparing 2011/12 with 2007/08, total regular benefits paid remained 32.5% higher for men and 38.5% higher for women, respectively.

The number of regular claims rose among core-aged workers (aged 25 to 54) (+1.1%) and older workers (+10.3%) in 2011/12, while it declined among young workers (-7.6%) in comparison to the previous year. Compared with pre-recession figures from 2007/08, the volume of new regular claims remained higher for each age group (+9.1% for young workers, +4.7% for core-aged workers, and +33.9% for older workers).

Youth, core-aged workers and older workers accounted for 10.5%, 69.6% and 19.9% of all regular claims in 2011/12, respectively. Over the past decade, the composition of EI regular claimants has shifted; claimants 55 and older now comprise a greater proportion, while core-aged workers account for a lower proportion.

As illustrated in Chart 11, the proportion of regular claims established by core-aged workers has declined steadily over the last decade (from 76.7% in 2000/01 to 69.6% in 2011/12), while that of older workers has increased (from 10.4% in 2000/01 to 19.9% in 2011/12). The increase among older workers is partly attributable to the

continuous increase in their share of the Canadian labour force. They accounted for 36.4% of the labour force in 2011/12, a significant increase from 25.6% in 2000/01. The proportion of regular claims established by youth was high (11.7% in 2009/10) during the late-2000s recession due to a significant loss in employment. As the recovery took hold, it slowly returned its pre-recession level (10.5% in 2011/12).

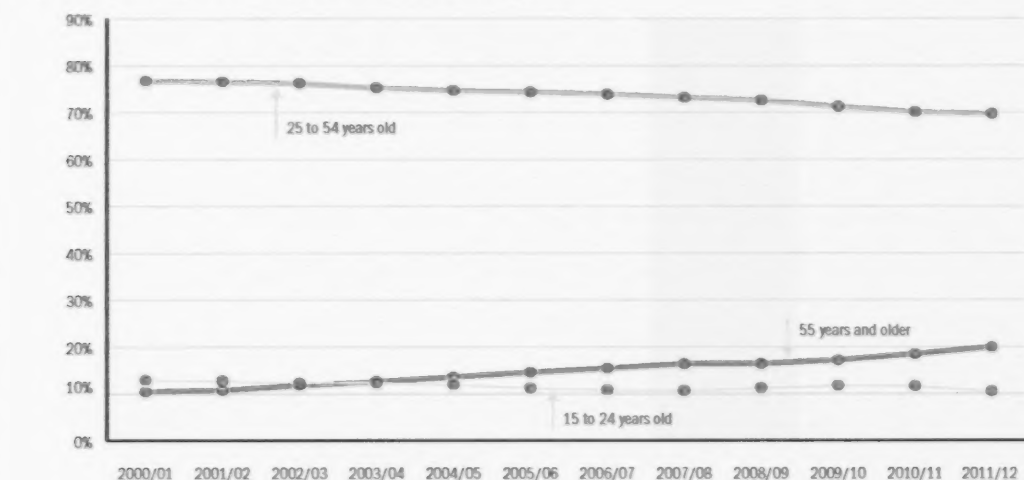
Regular benefit payments fell across all three major age groups in 2011/12. Despite the decreases, regular benefits paid in 2011/12 remained higher than the pre-recession figure in 2007/08 for each age group (+31.2% for youth, +27.2% for core-aged workers and +67.0% for older workers).

1.4 EI Regular Benefit Claims, by EI History

Historically, the *EI Monitoring and Assessment Report* has included analysis of regular claims based on the claimant's prior use of the EI program. New regular claims were grouped into one of three claimant categories—first-time, occasional, or frequent—based on the number of EI claims in the past five years. These claimant categories were used solely for the purpose of examining the impact and effectiveness of the EI program within the report.

CHART 11

Proportion of EI Regular Claims, By Age, 2000/01 to 2011/12



Note: Shading corresponds to a recessionary period.

TABLE 4

Previous and New EI History Definitions for EI Claimants

Previous EI Claimant History Categories		New EI Claimant History Categories	
First-Time Claimants	Individuals who did not have a claim in the five years prior to their current EI claim	Long-Tenured Workers	Individuals who have paid at least 30% of the annual maximum employee's EI premiums in 7 of the past 10 years, and who, over the last 5 years, have collected 35 or fewer weeks of EI regular or fishing benefits
Frequent Claimants	Individuals who have had three or more EI regular or fishing claims in the five years prior to their current EI claim	Frequent Claimants	Individuals who have had three or more claims for EI regular or fishing benefits, and have collected more than 60 weeks of EI regular or fishing benefits in the past 5 years
Occasional Claimants	Individuals who have had one to two EI regular or fishing claims in the five years prior to their current EI claim	Occasional Claimants	Individuals who do not meet the definition of long-tenured workers or frequent claimants

However, effective January 6, 2013, the *Employment Insurance Regulations* were modified to establish three EI claimant categories that are used to determine claimant responsibilities, in terms of undertaking a reasonable job search for suitable employment. The three new EI claimant categories are: long-tenured workers, frequent claimants and occasional claimants.²⁶ The new regulations are part of the broader Connecting Canadians with Available Jobs initiative, which was first announced in Budget 2012. Table 4 provides definitions of the new EI claimant categories, as well as the categories previously used in the report for assessment purposes.

The following analysis of new EI regular claims is based on the new EI claimant categories. The analysis and number of EI regular claims using the new EI claimant categories are only estimates for 2011/12, as the applicable sections of the EI Regulations were not in force during 2011/12. However, the number of EI regular claims is examined according to the new EI claimant categories in order to support future analysis of the Connecting Canadians with Available Jobs initiative. As these new claimant categories are implemented, future

reports will provide further analysis. Chart 12 and Table 5 provide the national distribution and the provincial breakdown of new EI regular claims based on the old and new EI claimant categories.

Using the new EI claimant categories, in 2011/12, occasional claimants accounted for the largest share of all new EI regular claims. Between 2007/08 and 2011/12, occasional claimants' share of regular claims remained relatively stable at approximately 50%. Long-tenured workers and frequent claimants accounted for 25.6% and 22.6% of all EI regular claims in 2011/12, respectively. Long-tenured workers' share of EI regular claims increased during the recession as a result of the sharp increase in the volume of new regular claims made specifically by long-tenured workers (+53.6% between 2007/08 and 2008/09). However, as the number of new EI regular claims by frequent claimants remained stable, frequent claimants' share of EI regular claims decreased. In the subsequent recovery period, the proportions of regular claims made by long-tenured workers and frequent claimants fell to their pre-recession levels, respectively.

²⁶ For more information on the new EI claimant categories, please visit <http://www.servicecanada.gc.ca/eng/sc/ei/ccaj/index.shtml>.

CHART 12

El Regular Claimants, by El History, 2011/12

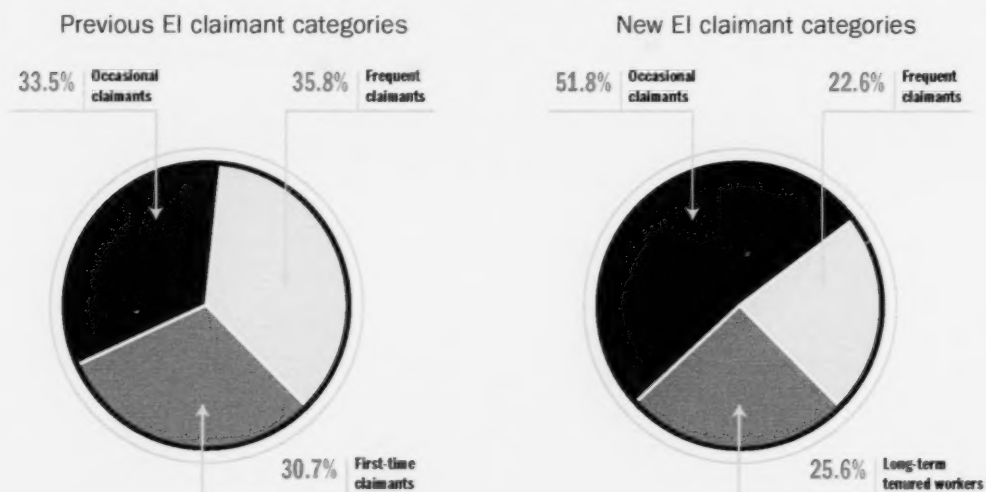


CHART 13

Proportion of El Regular Claims, by New El Claimant Category, 2007/08 to 2011/12

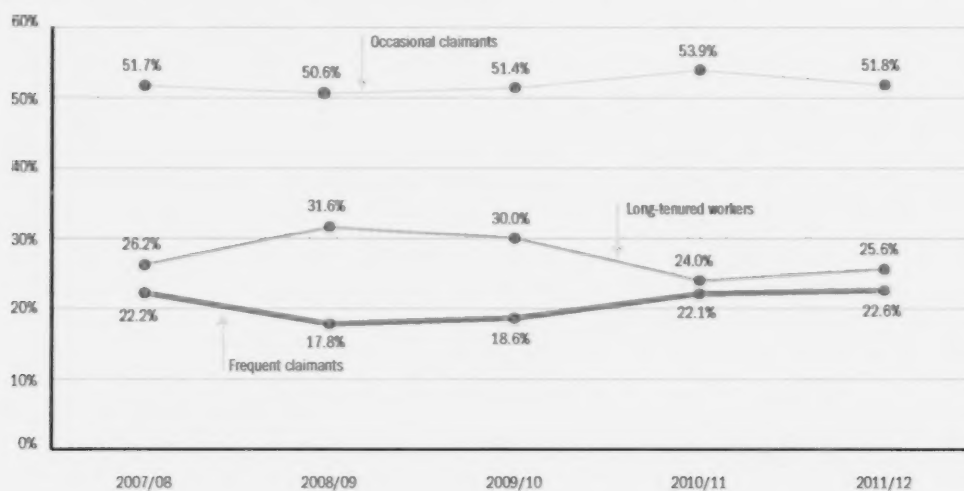


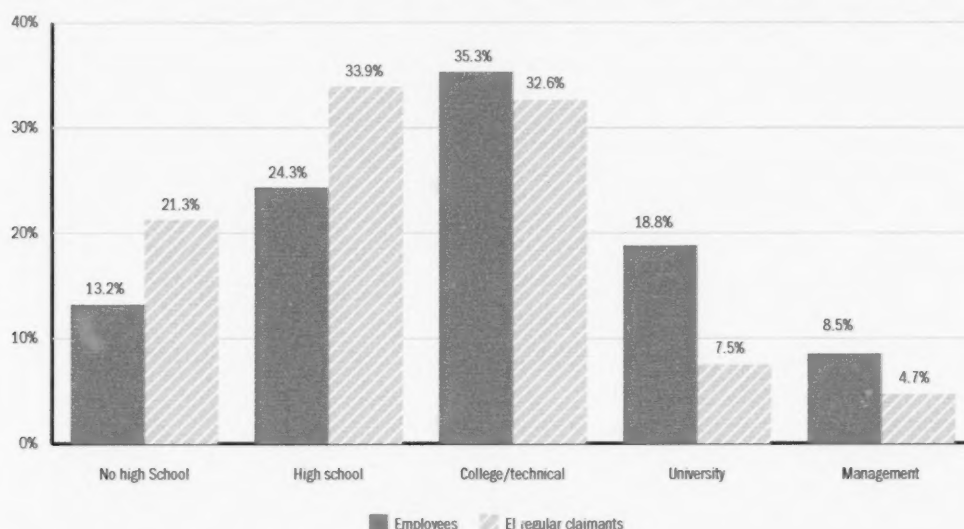
TABLE 5

EI Regular Claimants, by Province and Territory, and EI History, 2011/12

	Old EI Claimant Category			New EI Claimant Category			Total
	First-Time Claimants	Occasional Claimants	Frequent Claimants	Long-Tenured Workers	Occasional Claimants	Frequent Claimants	
Newfoundland and Labrador	8,640 12.8%	15,700 23.3%	42,920 63.8%	5,810 8.6%	22,430 33.3%	39,020 58.0%	67,260 100.0%
Prince Edward Island	2,510 14.1%	4,340 24.3%	11,000 61.6%	1,870 10.5%	6,050 33.9%	9,930 55.6%	17,850 100.0%
Nova Scotia	15,790 23.0%	19,520 28.4%	33,310 48.5%	11,960 17.4%	30,010 43.7%	26,650 38.8%	68,620 100.0%
New Brunswick	13,360 17.7%	19,370 25.7%	42,580 56.5%	10,110 13.4%	31,380 41.7%	33,820 44.9%	75,310 100.0%
Quebec	114,870 25.0%	145,400 31.6%	199,890 43.4%	109,480 23.8%	226,060 49.1%	124,620 27.1%	460,160 100.0%
Ontario	159,440 38.3%	150,610 36.2%	106,450 25.6%	127,450 30.6%	239,320 57.5%	49,730 11.9%	416,500 100.0%
Manitoba	14,500 37.1%	12,680 32.4%	11,900 30.5%	10,830 27.7%	23,080 59.1%	5,170 13.2%	39,080 100.0%
Saskatchewan	9,590 33.3%	9,990 34.7%	9,210 32.0%	7,440 25.8%	16,450 57.1%	4,900 17.0%	28,790 100.0%
Alberta	38,140 43.5%	35,420 40.4%	14,070 16.1%	33,140 37.8%	47,960 54.7%	6,530 7.5%	87,630 100.0%
British Columbia	58,520 37.4%	61,340 39.2%	36,590 23.4%	44,630 28.5%	92,150 58.9%	19,670 12.6%	156,450 100.0%
Nunavut	420 45.2%	400 43.0%	110 11.8%	250 26.9%	600 64.5%	80 8.6%	930 100.0%
Northwest Territories	640 38.6%	680 41.0%	340 20.5%	440 26.5%	930 56.0%	290 17.5%	1,660 100.0%
Yukon	680 33.5%	560 27.6%	790 38.9%	430 21.2%	970 47.8%	630 31.0%	2,030 100.0%
Canada	437,100 30.7%	476,010 33.5%	509,160 35.8%	363,840 25.6%	737,390 51.8%	321,040 22.6%	1,422,270 100.0%

CHART 14

Distribution of Employment and EI Regular Claimants, by Educational Requirement of Their Occupation, 2011/12



Sources: Statistics Canada, Labour Force Survey; EI administrative data.

1.5 EI Regular Benefit Claims, by Education Level

As discussed in Chapter 1, individuals with higher educational attainment tend to experience more successful labour market outcomes than those with less education. Chart 14 compares the distribution of employment by the educational level required for their occupation with the distribution of EI regular claimants by educational attainment in 2011/12.

Individuals employed in occupations that did not require a high school diploma accounted for 13.2% of employees but represented 21.2% of all EI regular claimants. However, employees in occupations that required a university degree accounted for 18.8% of employment but represented only 7.5% of EI regular claimants. As discussed in previous reports, the inverse relationship between educational attainment and use of EI regular benefits has remained over time.

2. Coverage of EI Regular Benefits

The EI program's definition of coverage is similar to that of other insurance programs, in the sense that paying premiums constitutes its most important element. Individuals are considered covered by the EI program if they have paid EI premiums in the previous 12 months.

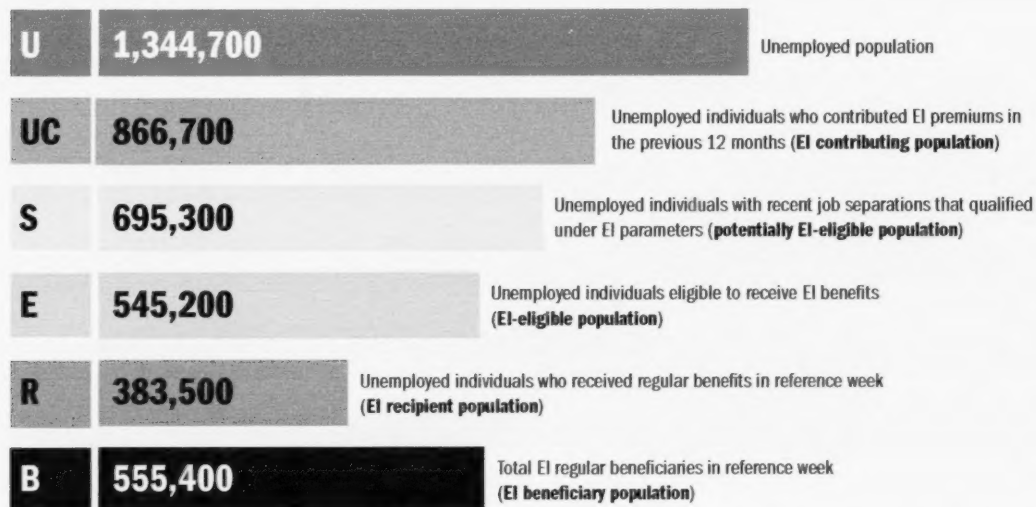
According to the Employment Insurance Coverage Survey (EICS)²⁷, there were 1,344,700 unemployed individuals in Canada (shown as U in Chart 15) in 2011.²⁸ This represents a 4.6% drop from the 1,410,200 unemployed individuals reported in 2010, mostly due to the improving economic conditions in 2011, as discussed in Chapter 1.

The 2011 EICS estimated that, among the 1,344,700 unemployed individuals, 866,700 were covered by the EI program, as they had paid EI premiums in the previous 12 months before becoming unemployed (UC in Chart 15). They represented 64.5% of all unemployed people (from Chart 15, UC/U).

²⁷ The main purpose of the Employment Insurance Coverage Survey (EICS) is to study the coverage of the employment insurance program. It provides a meaningful picture of who does or does not have access to EI benefits among the jobless and those in a situation of underemployment. The Employment Insurance Coverage Survey also covers access to maternity and parental benefits. For more information, please visit <http://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&SDDS=4428&lang=en&db=imdb&adm=8&dis=2>.

²⁸ The Employment Insurance Coverage Survey (EICS) estimate of the number of unemployed people differs slightly from that of the Labour Force Survey (LFS), as the EICS is conducted quarterly, while LFS statistics are collected monthly.

CHART 15
EI Accessibility Measures, 2011



Source: Statistics Canada, Employment Insurance Coverage Survey; EI administrative data.

Those who had not paid EI premiums in the previous 12 months included individuals with non-insurable employment, individuals who had been unemployed for more than 12 months and people who had never worked. They represented 35.5% (478,000) of the unemployed population. The proportion of unemployed individuals who did not contribute to EI increased slightly from 35.3% in 2010 to 35.5% in 2011. Nevertheless, this proportion remains significantly higher than figures observed before the recession (30.0% in 2007).

The higher share of non-contributors to the EI program was due to the increase in the long-term unemployed population in both 2010 and 2011, which was attributable to the difficult labour market that remained in certain regions, industries and occupations following the late-2000s recession. As shown in Chart 16, 25.0% of the unemployed population in 2011 had not worked during the past year, compared with 17.6% in 2007. In addition, 7.1% of the unemployed population had never worked, and 3.4% of the unemployed population had not paid EI premiums due to the nature of their job, such as self-employment.

2.1 Coverage of EI Regular Benefits, by Province

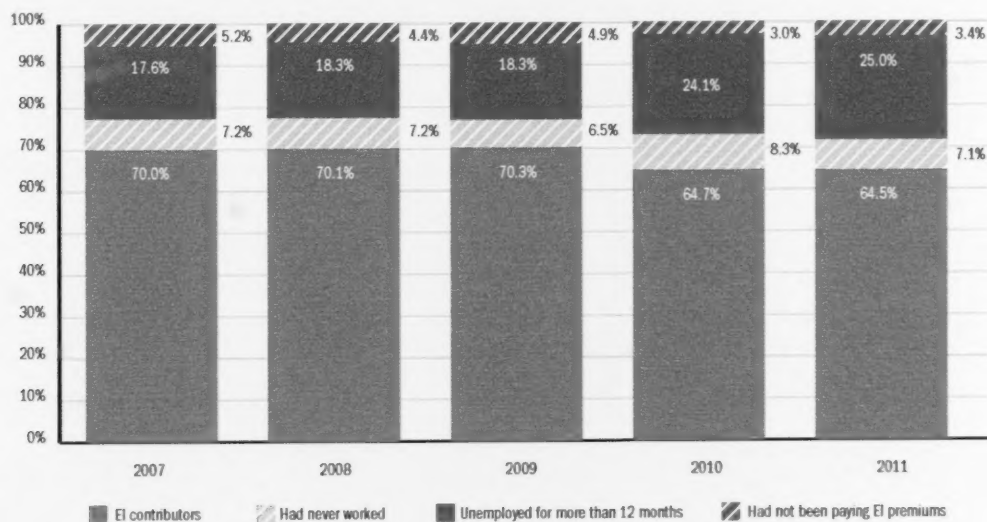
The EI coverage rate, which was 64.5% in Canada in 2011, varied from province to province, ranging from 82.6% in the Atlantic provinces and 70.3% in Quebec, to 57.2% in Alberta and 56.4% in Ontario.

The differences in the composition of the unemployed population among the provinces help explain the variation in coverage rates. Those who were unemployed for more than 12 months accounted for the largest share of EI non-contributors in all provinces.

As indicated in Chart 17, in 2011, Ontario had the largest proportion of EI non-contributors (43.6%) among its unemployed population, while the Atlantic provinces had the smallest such proportion (17.4%). In particular, a significant share of Ontario's unemployed population had been unemployed for more than 12 months (30.5%), and a large share of its unemployed population had never worked or had not been paying EI premiums (13.1%).

CHART 16

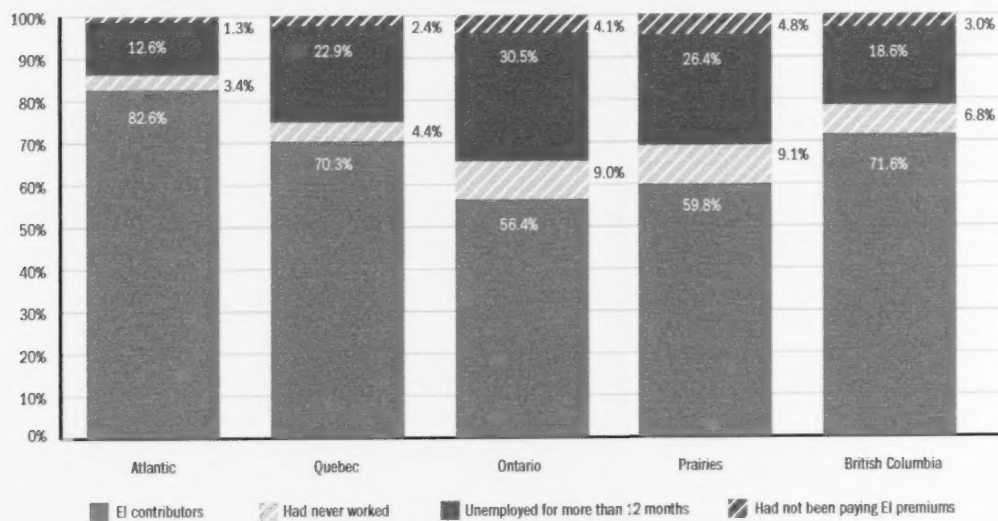
Unemployed EI Contributors and EI Non-Contributors, 2007 to 2011



Source: Statistics Canada, Employment Insurance Coverage Survey.

CHART 17

Unemployed EI Contributors and EI Non-Contributors, by Province, 2011



Source: Statistics Canada, Employment Insurance Coverage Survey.

3. Eligibility for EI Regular Benefits

To be eligible for EI regular benefits, individuals must first be covered by the EI program by having paid EI premiums in the previous 12 months before the unemployment spell. In addition, they must have had a recent valid job separation(s), and accumulated enough insurable hours of work before the job separation(s).

3.1 Eligibility for EI Regular Benefits, Among the Unemployed Population

The 2011 EICS estimated that, among the unemployed population in 2011, there were 695,300 individuals who had a valid job separation that met the EI program parameters, making them potentially eligible for EI (potentially EI-eligible population, S in Chart 15). They represented 51.7% of the unemployed population in 2011 (from Chart 15, S/U, see Chart 18).

Among the remaining 48.3% of the unemployed population, there were unemployed individuals who did not contribute premiums to the EI program in the previous 12 months (35.5% of the unemployed population), as discussed in the previous section. However, there were also 171,400 unemployed

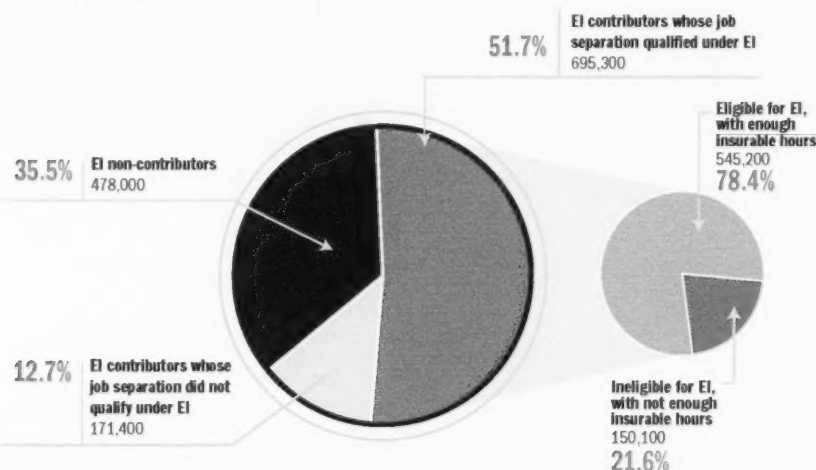
individuals whose job separation did not meet the EI program's parameters (12.7% of the unemployed population). These included unemployed individuals who quit their job without an acceptable cause²⁹ (7.4% of the unemployed population) and those who quit their job to go to school and could not qualify (5.3% of the unemployed population).

Among the 51.7% of the unemployed population who had contributed EI premiums recently and had a recent job separation that qualified under the EI program, 78.4% were eligible to receive EI regular benefits³⁰ in 2011 (from Chart 15, E/S), for a total of 545,200 individuals (E in Chart 15). This EI eligibility rate decreased by 5.5 percentage points from 83.9% in 2010 and was the lowest rate reported since 2003, the earliest period for which there are comparable data.

The remaining 21.6% of the unemployed population who had contributed and had a valid job separation (or 11.2% of the unemployed population) had not worked enough insurable hours to qualify for EI benefits. This figure increased by 5.5 percentage points in 2011, from 16.1% in 2010.

CHART 18

Total Unemployed Population and Potentially EI-Eligible Population, 2011



Source: Statistics Canada, Employment Insurance Coverage Survey.

²⁹ For more information on job quitting causes that are not acceptable to the EI program, please refer to <http://www.servicecanada.gc.ca/eng/ei/types/regular.shtml#eligible>.

³⁰ Please note that due to the design of the EICS questionnaire, it is not possible to differentiate unemployed individuals eligible for regular benefits from those eligible for other types of income benefits. However, as this analysis focuses on unemployed people who fall within the parameters of the program, the numerator, E, can be seen as a proxy for the number of unemployed people eligible for regular benefits. The reason is that most people who receive special benefits are not considered unemployed.

TABLE 6

EI Eligibility Rate (E/S Ratio) Summary

	2011 (%)	2010 (%)	2009 (%)	2008 (%)	2007 (%)
EI Eligibility Rate (E/S Ratio)¹¹	78.4	83.9	86.2	82.2	82.3
...for people who had worked full time	88.5	90.3	91.2	91.1	90.0
...for people who had worked part time	33.4	46.4	49.5	35.8	33.6
...for people who had worked full and part time	67.4	76.7	83.9	70.0	81.0
...for people who had worked in a permanent position	87.2	92.4	92.2	87.6	87.8
...for people who had worked in a permanent full-time position	91.2	94.5	94.3	92.7	91.1
...for people who had worked in a permanent part-time position	54.9	74.4	68.8	47.7	56.3
...for people who had worked in a temporary position	68.3	72.3	75.3	73.5	74.1
...for people who had worked in a temporary seasonal position	81.2	83.6	81.4	85.0	84.4
...for people who had worked in a temporary non-seasonal position	60.0	64.7	70.5	63.8	65.2

3.1.1 EI Eligibility Among the Unemployed Population, by Labour Market Characteristics

Hours-based eligibility for EI is influenced by work patterns and can vary depending on job tenure and individual labour market characteristics.

There are several possible explanations for the decrease of the EI eligibility rate in 2011, each closely associated with the labour market characteristics of the unemployed population in 2011. First, the EI eligibility rate rose significantly in 2009 to 86.2%, the highest rate since comparable data were published in 2003.

There was a higher-than-usual proportion of unemployed EI contributors who were previously permanent full-time workers in 2009, as a result of the late-2000s recession. Their share of the population increased sharply during the recession, going from 51.0% of the potentially EI-eligible population in 2008 to 58.4% of the potentially EI-eligible population in 2009. These workers were more likely to have accumulated enough insurable hours to be eligible for the EI program and, as a result, were more likely to be eligible for EI regular benefits, with an EI eligibility rate of 94.3% in 2009. This helped push up the EI eligibility rate of the total unemployed population to a high of 86.2% in 2009.

A recent study¹² using the Canada Out-of-Employment Panel Survey (COEP) showed that individuals' work patterns influence the likelihood of being eligible for EI regular benefits. The study found that the likelihood of being eligible for EI regular benefits is higher for full-time permanent job separators, while it is lower for temporary non-seasonal non-permanent workers.

However, in 2010 and 2011, there was another shift in the composition of the potentially EI-eligible population. The share of individuals who worked in temporary, non-seasonal or permanent part-time employment grew, and the proportion who worked in permanent full-time employment fell.

As shown in Chart 19, the proportion of temporary non-seasonal workers increased from 19.8% of the potentially EI-eligible population in 2009 to 24.7% in 2010 and a high of 28.1% in 2011. These workers were less likely to have accumulated enough insurable hours to qualify for the EI program and, as a result, were less likely to be eligible for EI regular benefits, with an EI eligibility rate of 60.0% in 2011. Their EI eligibility rate fell in 2011, from 64.7% in 2010 and 70.5% in 2009.

In addition, the proportion of permanent part-time workers increased from 4.6% of the potentially EI-eligible population in 2009 to 6.0% in 2011. These

¹¹ Due to sample size, EI eligibility rates (E/S ratios) for some sub-groups may fluctuate widely from year to year.

¹² HRDSC, *EI and Non-Standard Workers: Part-Time, Short-Term and Seasonal Workers* (Ottawa: HRDSC, Evaluation Directorate, 2012).

workers were also less likely to have accumulated enough insurable hours to be eligible for the EI program and less likely to be eligible for EI regular benefits, with an EI eligibility rate of 54.9% in 2011. Their EI eligibility rate fell significantly in 2011, from 74.4% in 2010.

Meanwhile, those who worked in permanent full-time employment accounted for 45.3% of the potentially EI-eligible population in 2011, with their share dropping steeply from 58.4% of the potentially EI-eligible population in 2009. As a result of the increase in temporary non-seasonal workers and the decrease in permanent full-time workers as a share of potentially EI-eligible contributors, the EI eligibility rate decreased significantly in 2011.

Furthermore, the average duration of employment for temporary non-seasonal workers has declined recently. Potentially EI-eligible contributors who have fewer than 700 hours of insurable employment risk being ineligible for EI regular benefits. In 2011, core-aged workers who held temporary non-seasonal positions saw a decline in their average number of hours worked, from 840 hours in 2010 to 640 hours in 2011. The number of insurable hours worked is the only measure considered when determining an

unemployed individual's eligibility for EI regular benefits. As such, the decrease in the average number of hours worked by these workers contributed significantly to the drop in their EI eligibility rate to 60.0% in 2011.

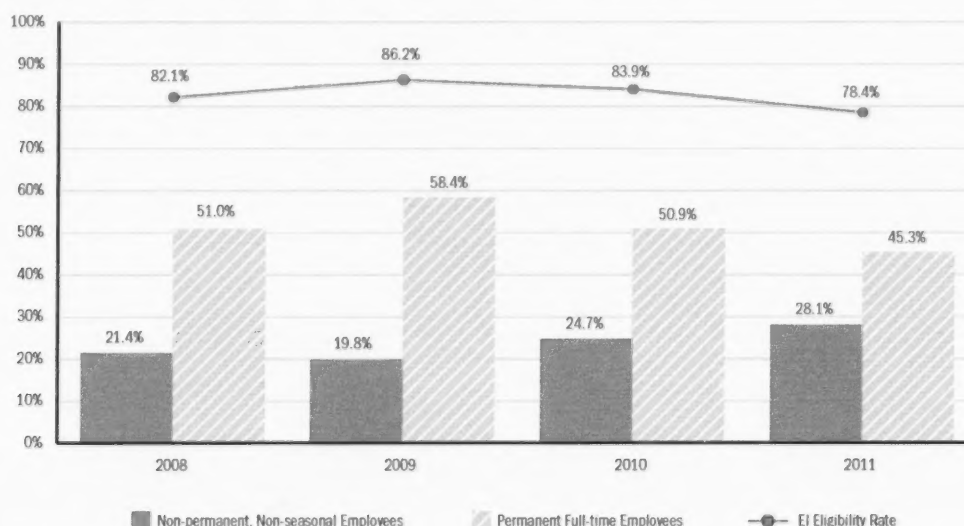
The shift toward temporary non-seasonal and permanent part-time employment among these potentially EI-eligible contributors, and the decline in the average employment duration of temporary non-seasonal workers, suggest that it has become more difficult to find stable employment in the aftermath of the recession, at least in certain industries, occupations or regions.

3.1.2 EI Eligibility Among the Unemployed Population, by Province

The 2011 EICS data suggest that eligibility rates differ significantly across provinces. For example, in 2011, eligibility rates ranged from lows of 73.5% in Manitoba and 74.3% in Ontario to a high of 93.3% in Newfoundland and Labrador (see Chart 20). The variation in provincial eligibility has existed for several years, but recent results show the most significant variations among provinces in the past decade.

CHART 19

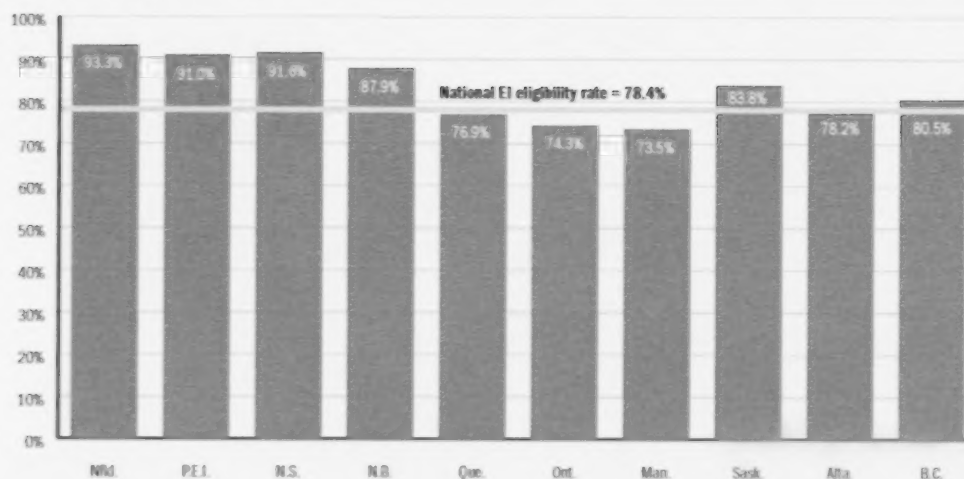
Proportion of Permanent Full-Time Employees and Non-Permanent, Non-Seasonal Employees among Potentially EI-Eligible Population, 2008 to 2011



Source: Statistics Canada, Employment Insurance Coverage Survey.

CHART 20

EI Eligibility Rate, by Province, 2011



Source: Statistics Canada, Employment Insurance Coverage Survey.

Compared with 2010 EICS figures, the EI eligibility rate decreased significantly in 6 of the 10 provinces, while it increased in Saskatchewan and British Columbia. It remained essentially unchanged in Newfoundland and Labrador, as well as Prince Edward Island. The largest decreases were observed in Manitoba (73.5% in 2011, from 84.2% in 2010), Alberta (78.2% in 2011, from 88.4% in 2010), Quebec (76.9% in 2011, from 85.4% in 2010) and Ontario (74.3% in 2011, from 81.0% in 2010). As previously explained, the decrease in provincial eligibility rates in 2011 is associated with significant increases in the share of potentially EI-eligible contributors who last worked in temporary, non-standard employment or permanent, part-time employment, as well as a notable decline in the share of potentially EI-eligible contributors who last worked in a permanent, full-time position.

One explanation for the differences in provincial eligibility rates among the unemployed population is the variation in regional unemployment rates. The variable entrance requirements (VER) ensure that the hours necessary to become eligible for

EI regular benefits are adjusted to reflect regional unemployment rates. As such, low unemployment rates lead to higher entrance requirements, and high unemployment rates to lower access requirements. In general, Ontario, the Prairies and British Columbia have a higher proportion of low unemployment regions than the Atlantic provinces do, and this helps explain why the Atlantic provinces have a higher EI eligibility rate than other regions do.

3.1.3 EI Eligibility Among the Unemployed Population, by Demographic Group

EI eligibility rates also decreased for all demographic groups (see Chart 21). The EI eligibility rate for women declined from 84.4% in 2010 to 77.0% in 2011, and that for men dropped from 83.6% to 79.4%. As reported in previous *EI Monitoring and Assessment Report(s)*, gender differences in eligibility reflect different employment characteristics among men and women. A higher proportion of men than women hold full-time and/or permanent jobs; women tend to be overrepresented among those working in part-time and/or temporary jobs. A recent study³³

³³ HRSDC, *Employment Insurance (EI) and Key Socio-Economic Groups* (Ottawa: HRSDC, Evaluation Directorate, 2011).

TABLE 7
EI Eligibility Rate (E/S Ratio) Summary

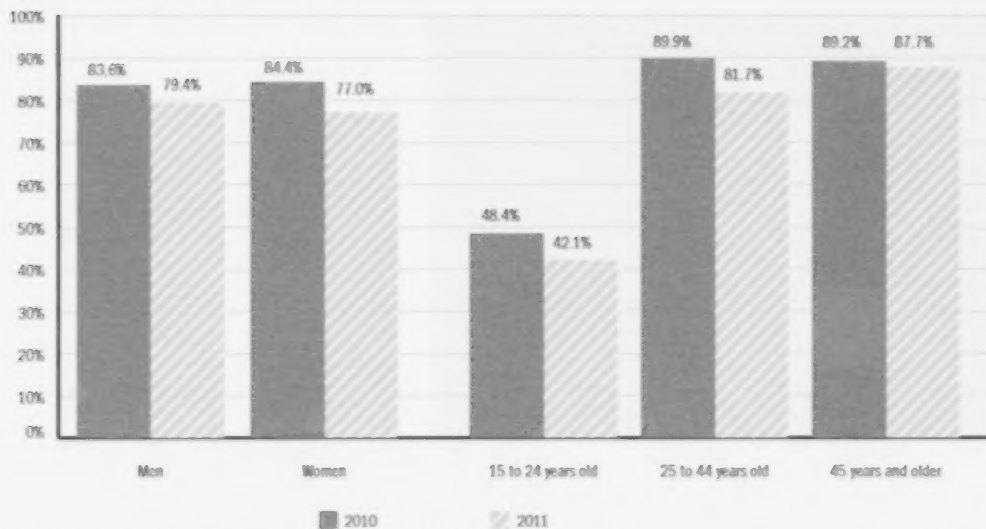
	2011 (%)	2010 (%)	2009 (%)	2008 (%)	2007 (%)
EI Eligibility Rate (E/S Ratio)¹⁴	78.4	83.9	86.2	82.2	82.3
...for unemployed youth	42.1	48.4	62.8	51.9	45.9
...for unemployed adult women	82.0	89.6	88.3	86.4	87.7
...for unemployed adult men	87.4	89.5	91.8	90.6	90.4
...for immigrants	79.0	80.7	84.3	81.6	87.6

showed that the gender differences in eligibility rates may be attributable to the fact that a higher proportion of women do not have a valid job separation.

Workers aged 25 to 45 years old suffered the steepest decline in their EI eligibility rate, from 89.9% in 2010 to 81.7% in 2011. Youth (aged 15 to 24) had the lowest EI eligibility rate (42.1%) among all age

groups. Youth eligibility has declined steadily over the last three years; it was 48.4% in 2010 and 62.8% in 2009. The above-mentioned study found that the low eligibility rate for youth may be associated with two factors: many young people quit their job to go to school, and they did not accumulate enough insurable hours to qualify for EI regular benefits.

CHART 21
EI Eligibility Rate, by Gender and Age, 2010 and 2011



Source: Statistics Canada, Employment Insurance Coverage Survey.

¹⁴ Due to sample size, E/S ratios for some sub-groups may fluctuate widely from year to year.

3.1.4 EI Eligibility Among the Unemployed Population, from Records of Employment

In addition to the EICS, another source often used to examine the eligibility of unemployed individuals for EI regular benefits is the Record of Employments (ROE). As previously discussed, access to EI benefits is based on the Variable Entrance Requirement (VER). Individuals living in EI economic regions with high unemployment rates require fewer insured hours of employment to qualify for benefits than do people in regions with lower unemployment rates, reflecting their higher probability of being unemployed. The number of hours needed to qualify for regular benefits ranges from 420 hours, in regions where the unemployment rate is 13.1% or higher, to 700 hours, in regions where the unemployment rate is 6% or lower.

An evaluation study³⁵ showed that high unemployment regions had a larger proportion of individuals with sufficient accumulated hours to meet the entrance requirements than did low unemployment regions

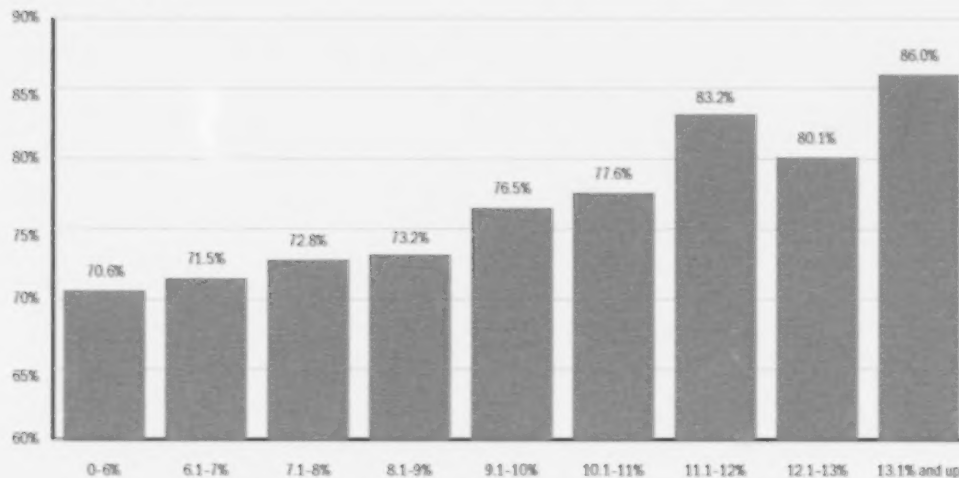
(see Chart 22). In 2011, in regions of 13.1% unemployment or higher, 86.0% of job separations occurred after the individual had accumulated enough hours of work to qualify for EI regular benefits. Conversely, in regions of low unemployment (6.0% or lower), only 70.6% of job separations occurred after the individual had accumulated sufficient hours of work.³⁶ This finding suggests that while the VER provision takes regional labour market conditions into account, clients in regions with higher unemployment rates have relatively easier access to EI.

3.2 EI Eligibility for Regular Benefits, Among the Employed Population

This subsection is mainly based on an analysis of data from the Survey of Labour and Income Dynamics (SLID)³⁷ that explores the hours worked by employees based on a hypothetical layoff scenario. This analysis measures the proportion of employees who would have had sufficient insured hours over the qualifying

CHART 22

Percentage of Individuals with Enough Hours from Their Combined ROEs in the Previous 52 Weeks, by Regional Unemployment Rate, 2011



³⁵ HRSDC, *ROE-Based Measures of Eligibility* (Ottawa: HRSDC, Evaluation Directorate, 2012).

³⁶ HRSDC, *ROE-Based Measures of Eligibility* (Ottawa: HRSDC, Evaluation Directorate, 2012).

³⁷ The Survey of Labour and Income Dynamics (SLID) is a longitudinal Statistics Canada survey that follows individuals over six consecutive years. Every three years, a new panel of individuals is added to the survey. For the purposes of the *EI Monitoring and Assessment Report*, the SLID explores the hours worked by employees based on a hypothetical layoff scenario. This analysis measures the proportion of employees who would have had sufficient insured hours over the qualifying period to meet regional EI entrance requirements if all workers had been laid off in December of the year studied.

period to meet regional EI entrance requirements—ranging from 420 to 700 hours for most individuals to 910 hours for new entrants and re-entrants (NEREs)³⁸—if all workers had been laid off in December of the year studied.

The SLID-based simulations suggest that 87.8% of individuals who were working as paid employees in December 2010 would have been eligible for regular benefits if they had lost their job at the end of the month.³⁹ The eligibility rate among the employed population in 2010 was the same as that in 2009 (87.8%) but slightly lower than that in 2008 (89.3%).

The decline in the regular benefit eligibility rate in comparison to 2008 may be attributable to the increase in the proportion of NEREs and part-time workers among the employed population. NEREs represented 21.8% of all paid workers in 2008, but this proportion increased to 27.0% in 2009. Despite decreasing to 23.0% in 2010, it remained higher than pre-recession levels. Similarly, the proportion of individuals who worked part-time jobs also increased, from 14.9% in 2008 to 17.6% in 2009, with the

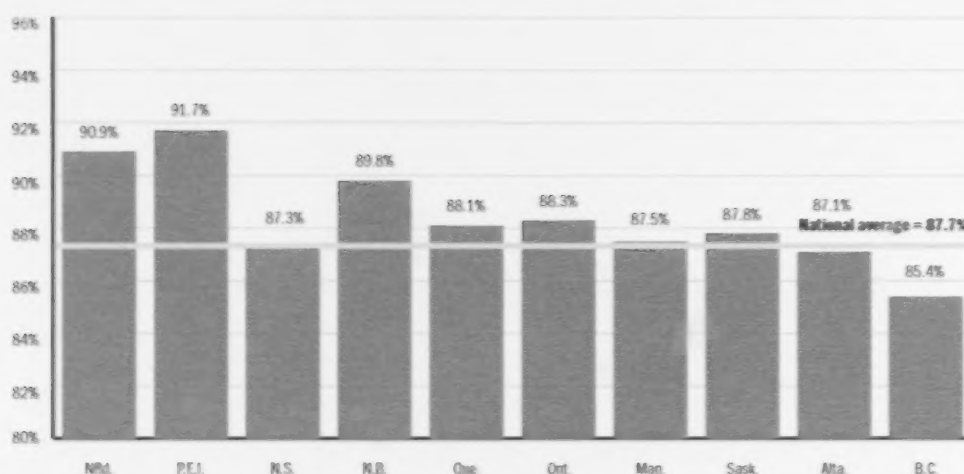
proportion remaining above pre-recession levels at 16.5% in 2010. Given that both NEREs and part-time workers tend to have lower eligibility rates than non-NEREs and full-time workers, the increased prevalence of these two groups among the employed population contributed to a decline in the overall lower eligibility rate observed in both 2009 and 2010.

According to simulations using SLID, NEREs had a considerably lower regular benefit eligibility rate in 2010 than non-NEREs did (61.1% vs. 95.7%). Their lower eligibility rate is due to their limited work experience and the fact that they are required to accumulate more hours to qualify for EI regular benefits. Compared to 2009, the eligibility rate for NEREs decreased by 3.3 percentage points from 64.4%, while that for non-NEREs dropped slightly by 0.8 percentage points from 96.5%.

Based on SLID data, the proportion of unemployed individuals with sufficient hours to claim regular benefits varied only slightly across the country, ranging from 89.1% in the Atlantic region to 85.4% in British Columbia (see Chart 23). The eligibility rate

CHART 23

Percentage of Employed Individuals with Sufficient Hours to Claim Regular Benefits, by Province, 2010



Source: Statistics Canada, Survey of Labour and Income Dynamics.

³⁸ More detailed information on NEREs can be found in Chapter 1 of the 2011 EI Monitoring and Assessment Report, at <http://www.hrsdc.gc.ca/eng/jobs/ei/reports/mar2011/chapter1.shtml>.

³⁹ Constantine Kapsalis and Pierre Tourigny, *Potential EI Eligibility of Employed Canadians Using the 2010 Survey of Labour and Income Dynamics* (Ottawa: Data Probe Economic Consulting Inc., 2012).

was highest in Prince Edward Island (91.7%) and Newfoundland and Labrador (90.9%), while the rates for the remaining two Atlantic provinces were closer to the national average. The eligibility rates in Ontario (88.3%), Quebec (88.1%) and Saskatchewan (87.8%) were higher than the national average, while rates were lower than the national average in Manitoba (87.5%), Alberta (87.1%), and British Columbia (85.4%).

The regular benefit eligibility rate in 2010 was lower for women (85.6%) than for men (89.9%), primarily because women were more likely to be working part-time, and also more likely to be NEREs. However, women had a slightly higher eligibility rate than men (95.0% vs. 94.6%) among individuals who were employed in full-time jobs.

Male part-time workers (50.2%), female part-time workers (58.2%) and youth workers aged 17 to 24 (65.0%) had the lowest regular benefit eligibility rates in 2010. The low eligibility rate for part-time workers is explained by the fact that they work relatively fewer hours compared with full-time workers. In addition, youth and male part-time workers are more likely to be considered NEREs than their older, full-time worker counterparts.

3.3 New Entrant/Re-Entrant Provision

The NERE provision requires individuals who are new to the labour force, as well as those returning after an extended absence, to meet a higher EI eligibility requirement. Specifically, the provision requires NEREs to have 910 hours of insurable employment in their qualifying period, rather than the 420 to 700 hours required for other claimants.

The NERE provision seeks to encourage work attachment and strengthen the relationship between work effort and entitlement to benefits by ensuring workers make a reasonable contribution to the EI program before collecting benefits.

In 2011/12, a total of 6,370 EI regular claimants qualified as NERE claimants, which amounted to 0.4% of all EI regular claimants. Administrative data show that workers aged 25 to 44 and occasional claimants were over-represented among claimants affected by the provision, as these individuals tend

to exhibit weaker labour force attachment than older and long-tenured workers do. Of those claimants affected by the NERE provision, 55.9% were aged 25 to 44, while these workers accounted for 44.1% of all EI regular claimants. Similarly, occasional claimants represented 67.7% of NERE claimants, but accounted for 51.8% of all EI regular claimants. Additionally, male claimants accounted for 69.7% of those claimants affected by the NERE provision, whereas they comprised 60.2% of all EI regular claimants.

4. Accessibility to EI Regular Benefits

To access EI benefits, individuals must be covered by the EI program by having paid EI premiums, be targeted by the EI program with a valid job separation under EI regulations, be eligible by having accumulated enough insurable hours, and meet other requirements under EI legislation.

The EI access rate (R/S ratio) can be calculated by dividing the number of unemployed individuals who received regular benefits in the EICS reference week by the number of unemployed individuals with a recent job separation that met the EI program eligibility criteria (from Chart 15, R/S). The R/S ratio is considered more relevant than other accessibility measures, as it considers only the unemployed individuals who fall within the parameters of the program.

Access to EI regular benefits can differ from eligibility for EI for a number of reasons.⁴⁰ For instance, eligible individuals may decide not to establish an EI claim, or individuals may make a claim but decide not to collect EI benefits.

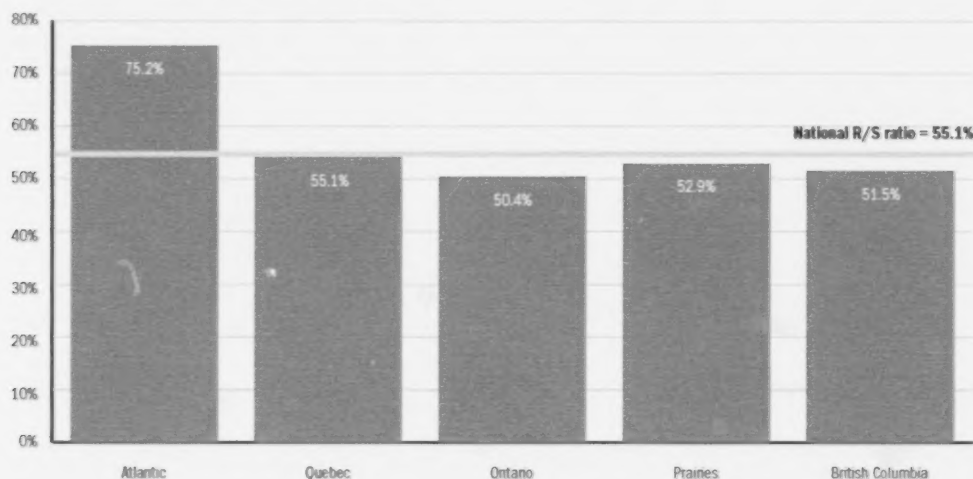
In 2011, among unemployed individuals with a recent job separation that met the EI criteria, 55.1% of the potentially EI-eligible population, or 383,500 individuals (R in Chart 15), received regular benefits during the reference week, compared with 62.7% in 2010 and 59.7% in 2009 (from Chart 15, R/S).

Similar to eligibility for benefits (E/S), accessibility to EI regular benefits (R/S) varies by demographics, labour market characteristics and province. For the first time in several years, the EI access rate was lower for men (55.0%) than for women (55.4%) in 2011. The rate among men decreased significantly

⁴⁰ Individuals who may be eligible for EI benefits but cannot or have not accessed EI regular benefits include: individuals who received special benefits; whose benefits were temporarily interrupted; who were expecting to receive benefits; who had exhausted their benefits; who claimed but did not receive benefits for unknown reasons and who did not claim benefits during the reference week.

CHART 24

Access to EI Regular Benefits (R/S ratio), by Region, 2011



Source: Statistics Canada, Employment Insurance Coverage Survey.

in 2011, falling 8.5 percentage points from 63.5% in 2010. This decrease was consistent with the decrease in men's EI eligibility rate, as discussed above in section II. 3.1.3.

Youth (aged 15 to 24) and part-time workers had low EI access rates in 2011, at 28.9% and 14.7%, respectively, particularly when compared with adults (25 years or older) (60.0%) and full-time workers (65.2%). In fact, part-time workers witnessed a significant decrease of 14.5 percentage points in 2011, from 43.4% to 28.9%.

Among provinces, the EI access rate ranged from 50.4% in Ontario to 75.2% in the Atlantic provinces in 2011. Alberta's rate changed by the greatest amount, decreasing from 66.0% in 2010 to 52.2% in 2011 (see Chart 24).

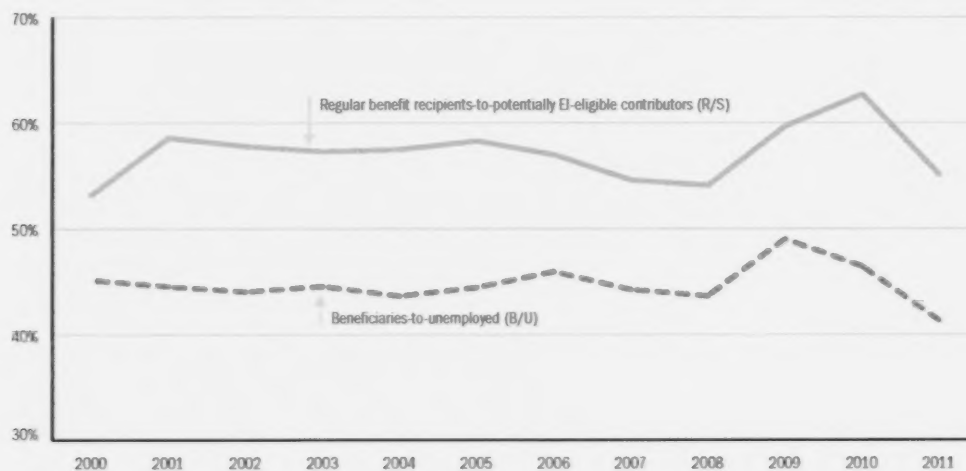
Another measure, the beneficiaries-to-unemployed ratio (from Chart 15, B/U), is often used as an indicator of accessibility to the EI program. The B/U ratio⁴¹ has the advantage of simplicity and historical availability. However, it has a number of serious

limitations. First, its denominator (the unemployed population) includes many people who are outside the parameters of the EI program, such as individuals who have gone back to school, those who did not pay EI premiums during the last 12 months or those who quit their jobs without just cause. Second, its numerator (total regular beneficiaries in the reference week) includes EI beneficiaries who are not unemployed, such as claimants who received both EI benefits and employment earnings in a given week (see section III of this chapter for more information on the Working While on Claim provision). Third, the numerator and the denominator of the B/U ratio come from two separate sources, as the numerator comes from Statistics Canada's monthly EI Statistics release and the denominator comes from Statistics Canada's Labour Force Survey. The R/S ratio remains a more appropriate measure of EI access than the B/U ratio.

⁴¹ Historical B/U ratios are recalculated each year and may vary from past calculations when historical revisions are made to the LFS. EI administrative data on the number of regular beneficiaries can also be obtained from Statistics Canada, CANSIM Table 276-0020.

CHART 25

EI Access Ratios, 2000 to 2011



Source: Statistics Canada, Employment Insurance Coverage Survey; EI administrative data.

In 2011, the B/U ratio was 41.3%, dropping significantly from 46.4% in 2010. This was the lowest rate reported since the turn of the century. As previously explained, the decrease in 2011 is associated with notable declines in the share of EI contributors with a valid job separation who last worked in a permanent, full-time position.

5. Level of EI Regular Benefits

Under the *Employment Insurance Act*, the maximum insurable earnings threshold (MIE) for EI reflects the calculated value of annual average earnings, called the projected annual average earnings value (PAAE).⁴⁷ The PAAE is based on the average weekly earnings of the industrial aggregate in Canada, as published by Statistics Canada.

The MIE was \$43,200 in 2010, \$44,200 in 2011 and \$45,900 in 2012. Accordingly, the maximum weekly benefit was \$457 in 2010, \$468 in 2011 and \$485 in 2012. The proportion of regular claimants receiving the maximum weekly benefit increased from 40.3% in 2010/11 to 41.3% in 2011/12.

This increase reverses a two-year decline observed in 2009/10 and 2010/11, which was attributable to the effects of the late-2000s recession on work attachment and to weaker growth in average earnings.

A claimant's history of collecting benefits has an impact on the likelihood that he or she will receive the maximum weekly benefit. In 2011/12, 55.3% of long-tenured workers and 47.1% of frequent claimants who established an EI claim were entitled to the maximum weekly benefit, in contrast to only 41.3% of occasional claimants.

On average, EI regular claimants were entitled to an average weekly benefit of \$384 in 2011/12, a 3.5% increase from \$371 in 2010/11. Using the new EI history definitions, long-tenured workers were entitled to \$416 in average weekly benefits for EI regular benefits, while frequent claimants were entitled to \$399 in average weekly benefits in 2011/12. Occasional claimants were entitled to \$361 in average weekly benefits.

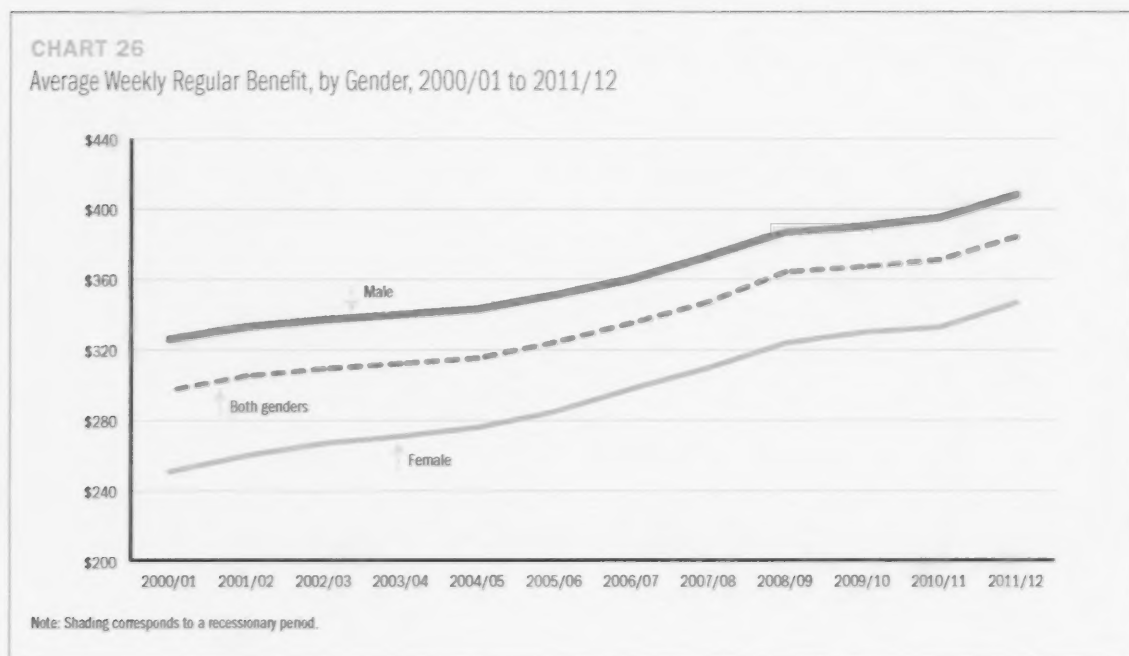
⁴⁷ The methodology used to obtain the PAAE is outlined in the *Employment Insurance Act* and in the *Report of the Chief Actuary to the CEIFB Board of Directors* (Ottawa: Canada Employment Insurance Financing Board, Chief Actuary, 2011), <http://www.ceifb-ofaec.ca/en/PDF/Reports/2012%20English%20CA%20Final.pdf>.

Men were entitled to \$408 and women to \$347 on average in weekly benefits for EI regular benefit claims established in 2011/12. While the difference in average weekly regular benefit reflects the earnings gap between men and women, a general trend of strong growth in women's average weekly regular benefit rates means that the gap is gradually closing. In 2011/12, the average weekly regular benefit for women was 84.9% of that for men, compared with 71.1% in 2000/01.

Historically, the average weekly benefit for EI regular benefits has increased every year. However, growth rates of the average weekly benefit have fluctuated in recent years, due in part to the effects from the late-2000s recession (see Chart 26). The average weekly benefit for EI regular benefits increased by 4.9% in 2008/09, but only increased by 0.8% in 2009/10 and 1.1% in 2010/11, due to the weaker growth in average earnings, and the MIE associated with the average earnings, during the recent recession. The growth rate only returned to pre-recession levels in 2011/12, with a 3.5% increase in the average weekly benefit from the previous year.

As reported in the 2011 *Monitoring and Assessment Report*, EI is the most important source of income replacement among EI beneficiaries and helps mitigate the financial hardship of being unemployed.⁴³ Another study⁴⁴ on the financial impact of receiving EI concludes that EI reduces the incidence of low income among beneficiaries by half (from 14% to 7%). The study considers different sources of income that unemployed individuals can rely on and concludes that EI is the most significant income-stabilizing factor among beneficiaries. Another study finds that EI tends to mitigate the financial hardship of unemployment and noted that for the period analyzed, 2004 to 2009, benefits were the main source of household income for about half of all EI beneficiaries.

The effective replacement rate, which is the actual proportion of earnings replaced by EI regular benefits, provides further insight into the adequacy of EI benefits. The EI program is designed to replace 55% of previous employment earnings up to the MIE threshold.



⁴³ Constantine Kapsalis, *Employment Insurance and the Financial Hardship of Unemployment* (Ottawa: Data Probe Economic Consulting Inc., 2010).

⁴⁴ Constantine Kapsalis, *Financial Impacts of Receiving Employment Insurance* (Ottawa: Data Probe Economic Consulting Inc., 2010).

A study⁴⁵ based on the SLID and the EICS found that, between 2001 and 2010, the average effective replacement rate was 48% and 50%, according to the EICS and SLID, respectively. The study also found that 62% of regular beneficiaries in 2009 and 2010 received regular benefits that equated to 55% of their previously insured employment earnings.

This study also found that, over a 10-year period (2001–2010), the proportion of beneficiaries receiving 55% of their prior earnings declined every year, by an average of 1.5 percentage points per year. This decline over time is explained by the fact that, for several years, average wage rates increased at a faster pace than the MIE. In fact, the MIE was frozen from 1996 to 2006, but it has increased every year since then. Over the 2001–2010 period, the average effective replacement rate was 48% and 50%, according to the EICS and SLID, respectively.

5.1 Working While on Claim Provision

This section analyzes the Working While of Claim (WWC) provision. As part of Economic Action Plan 2012, a new WWC pilot project has come into effect, under which eligible claimants can keep EI benefits equalling 50% of every dollar earned while on claim. This new pilot project will ensure that EI claimants always benefit from accepting more work by allowing them to keep more of what they earn while on EI and supporting their search for permanent employment. The section also analyses amendments to the provision from the WWC pilot project as it was in place during the 2011/12 fiscal year, before the new WWC pilot project came into effect.

The purpose of the WWC provision is to encourage work attachment by allowing claimants to accept all available work while receiving EI benefits. The provision applies to regular, fishing, parental and compassionate care benefits. Under the provision, claimants may earn the greater of 25% of their weekly benefit or \$50, without a reduction in their weekly benefit. Employment earnings above this threshold are deducted dollar-for-dollar from the claimant's weekly benefit. If a claimant's weekly benefit is reduced to zero, that week of entitlement may be deferred for later use within the same benefit period, which generally is one year from the start of the claim.

EI administrative data indicate that 801,100 claimants who established an EI claim in 2010/11 worked while on claim,⁴⁶ representing 43.0% of all EI claims established that year. Almost all of the claimants who worked while on claim (792,660 claimants or 98.5%) claimed regular benefits. Among all individuals who established regular claims in 2010/11, 55.8% worked while on claim. This proportion has remained relatively stable at around 55% for the last four years. The fact that over 50% of regular claimants work while receiving EI suggests that the likelihood of finding employment while on claim remains relatively high.

5.1.1 Working While on Claim Pilot Project

The previous WWC pilot project increased the amount EI claimants could earn while on claim, without a reduction in their benefits, from the greater of \$50 or 25% of their weekly benefit (as per the WWC provision in the EI Act) to the greater of \$75 or 40%. The WWC pilot project was introduced in 23 EI economic regions, on December 11, 2005, to test whether allowing beneficiaries to earn more income while claiming EI benefits would encourage them to accept all available work while receiving EI benefits. The pilot project was re-introduced in 2008 to all EI economic regions and renewed several times until August 4, 2012.⁴⁷

Frequent claimants are generally more likely to work while on claim than other claimants. In 2010/11, frequent claimants made up 25.9% of regular claimants who worked while on claim. These results reflect the fact that many frequent claimants have sporadic work patterns throughout the year, which are interspersed with periods during which they claim EI benefits. This work pattern may allow them to accumulate sufficient hours during their benefit period to subsequently qualify for another claim. Occasional claimants accounted for 51.0% of all regular claims, while they accounted for 51.2% of regular claimants who worked while on claim. Long-tenured workers accounted for 23.3% of all claims and 22.9% of regular claimants who worked while on claim.

⁴⁵ Constantine Kapsalis, *Estimates of the Employment Insurance Replacement Rate* (Ottawa: Data Probe Economic Consulting Inc., 2011).

⁴⁶ Data on and analysis of the WWC provision relate to regular claims established in 2010/11 to ensure all claims were completed. Note that most of these claims were completed in 2011/12.

⁴⁷ Since the reporting period ends in March 2012, the analysis in this section discusses the WWC pilot project in effect before the changes from the Economic Action Plan 2012.

Among the 792,660 regular benefit claimants who established a claim in 2010/11 and worked while on claim, 7.4% received full EI benefits, 20.7% received partial EI benefits, 22.8% received no EI benefits and deferred their weeks of entitlement and almost half (49.1%) received a mix of EI benefit deductions during the weeks they worked while on claim.

For regular claims established in 2010/11, claimants who worked while on claim were entitled to an average of 36.4 weeks of claims and reported earnings for an average of 12.8 of these weeks. Despite the changes to average entitlement and duration of regular benefits in recent years, average weeks of work while on claim have changed little over the last three years.

In terms of EI history, frequent claimants worked while on claim for an average of 16.0 weeks, compared with 11.4 weeks for occasional claimants and 12.4 weeks for long-tenured workers.

Recent amendments to the *EI Regulations*, from Economic Action Plan 2012, have introduced a new WWC pilot project that reduces a claimant's benefits by 50% of his or her earnings while on claim, starting with the first dollar earned. Specifically, for each dollar that a claimant earns while receiving EI benefits, the claimant's weekly benefit payment will be reduced by 50 cents, until the claimant's earnings reach 90% of the earnings used to establish his or her benefit rate. At that point, the claimant's benefits will be reduced dollar for dollar until benefits are reduced to zero, to ensure claimants do not receive more in earnings and benefits than they would have earned working full time.

Eligible EI claimants who had earnings between August 7, 2011 and August 4, 2012, and were covered by the provisions of the previous WWC pilot project can choose to revert to the rules of the previous WWC pilot project.⁴⁸ The new WWC pilot project will be analysed in future *EI Monitoring and Assessment Report(s)*.

5.2 Small Weeks Provision

EI benefits are calculated using earnings in the 26-week period before the establishment of a claim. During that period, weeks with relatively lower earnings could reduce the benefits claimants receive. The objective of the Small Weeks provision is to encourage individuals to accept all available work by excluding weeks of earnings below \$225 from the benefit calculation, provided that the number of weeks of earnings exceeds the minimum divisor,⁴⁹ which encourages workers to accept work beyond the minimum required to qualify for EI.

As noted in the *2010 Monitoring and Assessment Report*, the Small Weeks provision was tested through multiple pilot projects from 1997 to 2001. Evaluation results⁵⁰ indicated that the provision increased total duration of work in the 26 weeks prior to job separation and increased the total average income of male and female participants. Based on these evaluation results, Small Weeks was made a permanent provision of the EI program in November 2001. In November 2005, the Best 14 Weeks pilot project replaced the Small Weeks provision in several EI economic regions of high unemployment. The Best 14 Weeks pilot project was renewed from June 26, 2011 to June 23, 2012 and was extended a second time until April 6, 2013. Consequently, the following analysis is based on the EI regions where the Best 14 Weeks pilot project was not in effect.⁵¹

The Small Weeks provision affected 222,460 of all claims established in 2011/12, or 18.0% of claims in EI regions where the Best 14 Weeks pilot project was not in effect. Small Weeks claimants received, on average, \$21 more per week than they would have received had the provision not been in place, as the average weekly benefit for Small Weeks claims would have been \$259, rather than \$280.

⁴⁸ For more information on the new WWC pilot project, please visit <http://www.servicecanada.gc.ca/eng/ei/claimpilot/index.shtml>.

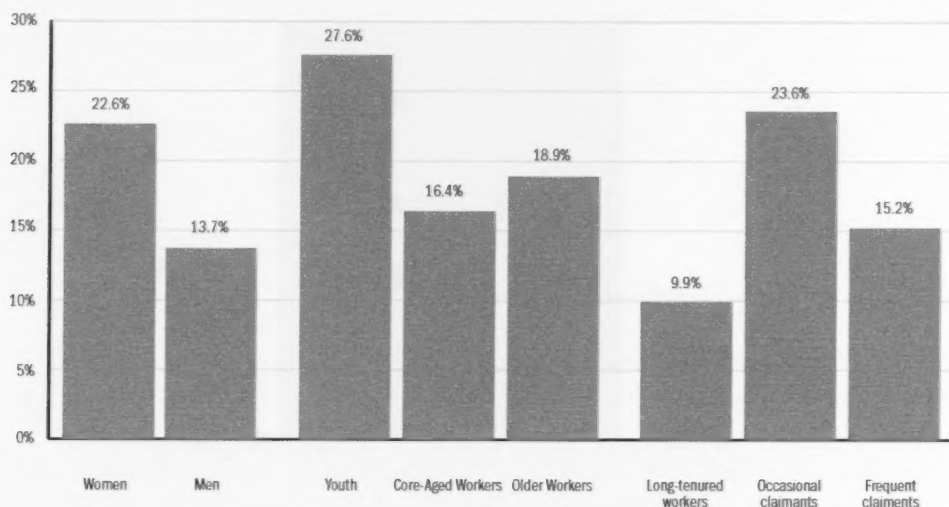
⁴⁹ More information on the Minimum Divisor provision can be found in Chapter 1 of the *2011 Monitoring and Assessment Report*, at <http://www.hrsdc.gc.ca/eng/jobs/ei/reports/mar2011/chapter1.shtml>.

⁵⁰ HRSDC, *An Evaluation of the EI Pilot Project on Small Weeks, 1998-2001* (Ottawa: HRSDC, Evaluation Directorate, 2001).

⁵¹ The Best 14 Weeks pilot project applied to 23 EI economic regions from October 2005 until October 2008. The project was extended from October 2008 until June 2011 in 25 EI economic regions, and then extended until April 6, 2013 in the original 23 EI regions.

CHART 27

Proportion of Claimants who Benefited from the Small Weeks Provision, 2011/12



The Small Weeks provision primarily benefits youth, women and occasional claimants, who are proportionally overrepresented in non-standard employment. In 2011/12, it benefited 27.6% of claimants aged 15 to 24, 16.4% of claimants aged 25 to 44 and 18.9% of older claimants. The share of women who benefited was significantly higher than that of men (22.6% vs. 13.7%). In 2011/12, the Small Weeks provision benefited 23.6% of occasional claimants, 15.2% of frequent claimants and 9.9% of long-tenured workers (see Chart 27).

Beginning April 7, 2013, a new legislated Variable Best Weeks approach will be used to calculate weekly EI benefits nationally, as discussed in subsection 5.3. As a result, the Small Weeks provision will no longer exist and future reports will not report on this provision.

5.2.1 Best 14 Weeks Pilot Project

The Best 14 Weeks pilot project tests whether basing claimants' benefit rate on their 14 weeks of highest earnings in the 52 weeks before they claim EI encourages claimants to accept all available work. The pilot calculates benefits based on a claimant's 14 weeks of highest earnings during the 52-week

period preceding the start of the claim. This pilot project effectively replaces the Small Weeks provision in the EI pilot project regions. It also extends the rate calculation period, from 26 weeks preceding the claim to 52 weeks preceding the claim.

The Best 14 Weeks pilot project was introduced in 23 EI economic regions on October 30, 2005. It was re-introduced in 25 EI economic regions in 2008 and renewed several times until April 6, 2013. The Government of Canada announced, in Budget 2012, the introduction of a new method for calculating weekly EI benefits based on a new legislated national Variable Best Weeks approach, effective April 7, 2013. Future reports will examine the new rate calculation.

Administrative data indicate that 371,370 claimants received higher weekly benefits due to the Best 14 Weeks pilot project in 2011/12. Claimants benefiting from the pilot project represented 57.4% of all claimants in the EI pilot regions in 2011/12, compared with 58.0% in 2010/11. Women were significantly more likely to benefit from the pilot project; 74.5% of women in the pilot regions benefited from the pilot project compared with 46.0% of men.

Similarly, youth in the pilot regions were more likely to benefit from the pilot project; 72.0% of those under 25 received a higher weekly benefit compared with 56.4% of claimants aged 25 to 44, 55.2% of claimants aged 45 to 55 and 54.8% of older workers. Furthermore, occasional workers (69.0%) were more likely than long-tenured workers (49.9%) and frequent claimants (48.0%) to benefit from the pilot project.

Had the pilot project not been in place, the average weekly benefit of affected claimants in 2011/12 would have been \$300, instead of \$350.⁵²

5.3 Variable Best Weeks Provision

Economic Action Plan 2012 announced a number of changes to the EI program. One of these changes included a new, permanent and legislated approach to the way EI benefits are calculated.

Effective April 2013, EI claimants, with the exception of fishing and self-employed claimants, will have their EI benefit amounts calculated based on the highest weeks of insurable earnings during the qualifying period, which is generally 52 weeks. The number of weeks used for calculating benefit rates will range from 14 to 22, depending on the unemployment rate in the EI economic region where the claimant resides.

The new approach will make the EI program more responsive to changes in local labour markets and will ensure that those living in similar labour market conditions receive similar benefits.⁵³

5.4 Benefit Repayment Provision

To better reflect insurance principles, high-earning claimants of regular or fishing benefits who have received at least one week of regular or fishing benefits in the preceding 10 taxation years repay part of the benefits they receive.⁵⁴ In 2010, repeat EI beneficiaries whose net income exceeded \$54,000 had to repay the lesser of 30 cents of every dollar in benefits they received or 30 cents for every dollar of net income above the threshold.

For the 2010 taxation year,⁵⁵ 184,079 claimants of regular or fishing benefits repaid \$210.2 million. The number of claimants who repaid benefits rose by 7.2% and the amount repaid was 6.2% higher than in 2009. On average, claimants repaid \$1,142, which

is slightly less (-0.9%) than they repaid in 2009 (\$1,152). In 2010, claimants who repaid a portion of their benefits were on claim for an average of 11.8 weeks compared with 12.4 weeks in 2009. In 2010, these claimants received \$4,915, on average, compared with \$5,047 in 2009. The fact that claimants received fewer weeks of EI benefits and had lower repayments, on average, reflects an improvement of labour market conditions during 2010.

Men continued to comprise the vast majority of those who repaid benefits. They accounted for 89.0% of the total in 2010, a share that has remained stable for over a decade. The average repayment women made in 2010 was about 89.1% of that made by men (\$1,030 compared with \$1,156). This proportion has risen every year since 2006, when it was 80.3%.

The number of men and women who repaid a portion of their benefits increased by 7.3% and 7.2%, respectively. The number of claimants who repaid a portion of their benefits increased for all age groups in 2010. Among all age groups, youth (+43.3%) and older claimants (+11.6%) registered the most significant increases in claimants subject to benefit repayment. Older workers continued to be overrepresented among those who repaid benefits, while youth were underrepresented. Differences in benefit repayment between genders and among age groups reflect differences in pre-claim earnings among members of these groups and their likelihood to be repeat users of EI.

Individuals in the Atlantic provinces who had to repay benefits repaid higher amounts than claimants in the rest of Canada. For instance, claimants in Prince Edward Island who repaid a portion of their benefits were on claim for an average of 19.4 weeks and repaid \$1,723, on average, while their counterparts in Ontario had an average claim duration of 10.4 weeks and repaid an average of \$984. One factor explaining these differences is that repeat users of EI are overrepresented in Atlantic Canada and underrepresented in Ontario and the Western provinces. Another factor is that even high-income EI claimants require more weeks to find a new job in regions of high unemployment, which are more prevalent in Atlantic Canada, than in regions of low unemployment, which are more prevalent in Ontario and the Western provinces.

⁵² The analysis of the effect of the Best 14 Weeks pilot project does not take into account the potential effects of the Small Weeks provision on weekly benefits.

⁵³ For more information on the Variable Best Weeks Provision, please visit <http://www.servicecanada.gc.ca/eng/ei/vbw/index.shtml>.

⁵⁴ See Annex 2.17 for further details on the benefit repayment provision.

⁵⁵ As benefit repayments are administered through the tax system, the most recent data available are for the 2010 taxation year.

6. Entitlement to EI Regular Benefits

Overall, the average entitlement to regular benefits was 33.0 weeks in 2011/12, which is consistent with the six years prior to the late-2000s recession (see Table 8). Average entitlement to regular EI benefits was higher from 2008/09 to 2010/11. This was a result of two factors: automatic adjustments to the EI program, which increased entitlement to regular benefits to reflect higher unemployment rates in local labour markets; and the implementation of a temporary EI measure that provided five additional weeks of regular benefits up to a maximum of 50 weeks (the Extension of EI Regular Benefits). Therefore, the return of the average regular benefit entitlement to pre-recession levels in 2011/12 was expected, considering the overall decline in regional unemployment rates and the end of the temporary EI measures.

Regular benefit claimants have, on average, consistently used between 58% and 62% of their entitlement since 2002/03, which suggests that, despite changes in Canada's economic performance, the program has responded well to the needs of unemployed workers. After remaining almost unchanged for years, the proportion of entitlement used for claims established in 2010/11 increased by 4 percentage points, from 58.1% in 2009/10 to 62.1% in 2010/11. This recent increase is the result of sustained usage levels combined with the recent drop in entitlement levels as discussed above.

As in previous periods, the average percentage of EI benefit entitlement used for regular claims established in 2010/11 was highest in the Atlantic provinces, ranging from 65.4% in New Brunswick to 68.1% in Prince Edward Island. Yukon and Saskatchewan had the lowest percentage of entitlement used, at 52.1% and 57.2%, respectively. Ontario (61.4%) and Quebec (60.8%) registered average percentages of EI regular benefit entitlement used for claims established in 2010/11. Ontario's and Quebec's percentages were slightly lower than those in the previous year.

Historically, women and men have used a similar proportion of their EI entitlement. That was also the case for claims established in 2010/11, when men used an average of 61.8% of their entitlement and women used an average of 62.5%.

TABLE 8
Regular Benefit Entitlement and
Proportion Used

Year	Average Regular Entitlement (Weeks)	Proportion of Average Regular Entitlement Used (%)
2002/03	32.6	61.3
2003/04	32.8	60.9
2004/05	33.3	59.8
2005/06	32.9	59.7
2006/07	32.5	59.7
2007/08	31.8	60.6
2008/09	36.5	59.7
2009/10	42.8	58.1
2010/11	36.0	62.1
2011/12	33.0	N/A

Source: EI administrative data

Older workers (aged 55 years or older) tend to use more of the benefits to which they are entitled. This is due in part to the fact that it takes more time for older workers to find a new job, on average, than it does for members of other age groups. Among all age groups, older workers continued to use the highest percentage of their regular benefit entitlement, at 69.7%, compared with 58.9% for youth (aged 15 to 24), 59.7% for claimants aged 25 to 44, and 62.3% for those aged 45 to 54, based on claims established in 2010/11. All age groups saw their average EI entitlement usage increase when compared with their usage in the previous year. Older workers experienced a 5-percentage-points increase, the highest increase among all age groups.

Long-tenured workers tend to use less of their entitlement when compared with occasional and, especially, frequent claimants. This is consistent with the new definition for each group which is based on the number of EI regular or fishing benefit weeks claimed in the last five years.⁵⁶ For claims established in 2010/11, long-tenured claimants used 53.8% of their entitlement, while occasional claimants used 62.1% and frequent claimants used 71.4%. All three groups used more of their EI regular benefit entitlement for claims established

⁵⁶ Note that the definitions of long-tenured workers, occasional claimants and frequent claimants differ from those used in previous years. The analysis reflects the new definitions. Please refer to section II.1.4 for further information on the new claimant categories.

in 2010/11 than they did for claims established in 2009/10. The fact that entitlement use among long-tenured workers remains high when compared with entitlement use over the past three years suggests that this group is continuing to use EI for a significant period while finding suitable employment.

7. Duration of EI Regular Benefits

On average, regular claimants who established a claim in 2010/11 received 21.5 weeks of regular benefits, a decrease of 2.3 weeks from an average of 23.8 weeks for claims established in 2009/10. This decrease in average duration of regular claims comes after two years of increases. It reflects the availability of fewer weeks due to the automatic adjustment of the program, as well as improved prospects in the labour market that makes it easier for claimants to find new employment.

A recent evaluation study⁵⁷ suggested that the effect of the program's automatic adjustments to regular entitlement, combined with the Extension of EI Regular Benefits temporary measure, led to an increase of 2.1 weeks in the duration of claims established between March 2008 and September 2010 and subject to the application of this temporary measure.⁵⁸

The average duration of EI regular benefits declined for all age groups in 2011/12 compared to the previous year. As noted earlier, older workers (individuals aged 55 years or older) tend to collect EI regular benefits for longer periods than members of other age groups. For claims established in 2010/11, older workers received 24.3 weeks of regular benefits on average, a decrease of 2.3 weeks from 2009/10 and 2.8 weeks more than the national average. In contrast, youth received 19.3 weeks of regular benefits on average in 2010/11, a decrease of 1.3 weeks from 2009/10 and 2.4 weeks less than the national average. Those aged 25 to 44 years old received 20.7 weeks on average, while those aged 45 to 54 years old received 22.2 weeks on average or EI regular benefits.

The average duration of EI regular benefits also declined for all EI history categories in 2010/11. Long-tenured workers who claimed regular benefits in 2010/11 received 22.1 weeks, on average, a decrease of 4.1 weeks from 2009/10, and 0.6 weeks more than the national average in 2010/11. Frequent claimants who established a regular claim in 2010/11 received 23.6 weeks on average, down from 24.4 weeks in 2009/10, and 1.1 weeks more than the national average in 2010/11. Occasional claimants who established a claim in 2010/11 received an average of 20.4 weeks, a decrease of 1.1 weeks compared with the previous year, and 1.1 weeks below the national average in 2010/11.

7.1 Minimum Divisor Provision

The EI weekly benefit rate is determined by dividing earnings accumulated during the 26-week period before the establishment of the claim by the greater of the number of weeks the claimant worked in this period or the minimum divisor.

The minimum divisor ranges from 14 to 22 weeks⁵⁹ and is two weeks more than the minimum number of weeks a claimant is required to work⁶⁰ in order to qualify for benefits. The minimum divisor encourages workers to accept all available employment and provides claimants with a strong incentive to work beyond what is required to establish a claim, in order to avoid a reduced weekly benefit.⁶¹

However, the Minimum Divisor provision did not apply in the 25 EI economic regions that were covered by the Best 14 Weeks pilot project in 2011/12,⁶² as this pilot project effectively sets the divisor at 14 weeks in the pilot regions by having the best 14 weeks selected from a qualifying period of 52 weeks.

In 2011/12, the minimum divisor decreased benefits for 2.6% (23,590) of regular benefit claimants and 3.9% (14,460) of special benefit claimants in the non-pilot regions. Had the Best 14 Weeks pilot project not been in place, the divisor would have affected 4.6% of regular claims and 3.0% of special claims in the pilot project regions.⁶³

⁵⁷ HRSDC, *Extended Duration of Employment Insurance Regular Benefits: Second Evaluation Study Update* (Ottawa: HRSDC, Evaluation Directorate, 2012).

⁵⁸ The evaluation excludes claimants subject to the Extension of Benefits for Long-Tenured Workers.

⁵⁹ The number of weeks depends on the rate of unemployment in the economic region in which the claimant resides.

⁶⁰ The number of hours required under the VER provision is converted into weeks using a 35 hours per week factor.

⁶¹ More detailed information on the Minimum Divisor provision can be found in Chapter 1 of the 2011 *EI Monitoring and Assessment Report*, at <http://www.hrsdc.gc.ca/eng/jobs/ei/reports/mar2011/chapter1.shtml>.

⁶² During the reporting period (2011/12), the Best 14 Weeks pilot project was in effect in 25 of the 58 EI economic regions. The minimum divisor applied in the remaining 33 EI economic regions.

⁶³ The analysis of claims affected by the divisor is an approximation based on available EI administrative data.

In 2011/12, claimants affected by the divisor received lower average weekly benefits than claimants not affected by the divisor. Regular benefit claimants who were affected by the divisor received an average weekly benefit of \$294, compared to the national average of \$380. In 2011/12, the divisor was more likely to affect regular EI beneficiaries who were women, older claimants (55 and older) or occasional claimants in the non-pilot regions.

Effective April 7, 2013, a new legislated Variable Best Weeks approach will be used to calculate weekly EI benefits nationally. As a result, the Minimum Divisor provision will no longer exist and future reports will not report on this provision; instead, they will analyse the Variable Best Weeks approach.

7.2 Extended EI Benefits Pilot Project

The Extended EI Benefits pilot project was introduced in 2004 for two years in 24 EI economic regions of high unemployment (10% or higher), to test whether providing more weeks of benefits would reduce the number of seasonal workers facing a gap between

the exhaustion of their EI benefits and the resumption of their seasonal employment income. It was also designed to determine whether there would be any associated behavioural effects.

It was re-introduced in 2006 for 18 months in 21 EI economic regions and was later extended until May 31, 2009. The pilot was terminated in February 2009, with the introduction of the Extension of EI Regular Benefits temporary measure, as part of the Economic Action Plan, until September 11, 2010.

The pilot project was then re-introduced, from September 12, 2010, to September 15, 2012, in the same 21 EI economic regions to allow further testing through a period of economic recovery; however, it may be terminated earlier if there is a sustained economic recovery.⁶⁴ Under the Extended EI Benefits pilot project, the maximum number of regular weeks of benefits is increased by five weeks, to a maximum of 45 weeks.

TABLE 9
Extended EI Benefits Pilot Project, 2010/11

	Beneficiaries (Used at Least One Extra Week Provided)	Total EI Regular Claims in Pilot Region	Proportion of Beneficiaries as a Share of Total Regular Claims
Total	96,510	318,040	30.3%
Gender			
Male	59,900	220,600	27.2%
Female	36,610	97,440	37.6%
Age			
Under 25 years	10,600	36,480	29.1%
25 – 44 years	34,890	123,790	28.2%
45 – 54 years	25,000	87,360	28.6%
55 Years and Older	26,020	70,410	37.0%
EI History			
Long-Tenured Workers	5,830	38,190	15.3%
Occasional Claimants	39,530	127,950	30.9%
Frequent Claimants	51,150	151,900	33.7%

Source: EI administrative data.

⁶⁴ The pilot project was designed to conclude earlier in regions where the unemployment rate was less than 8% for 12 consecutive months. This was the case for the EI economic regions of St. John's, Chicoutimi/Jonquiere and Sudbury, where the Extended EI Benefits pilot project ended on September 24, 2011, March 24, 2012, and June 23, 2012, respectively.

Among claims established in 2010/11 in the 21 pilot regions,⁶⁵ a total of 96,510 claimants used the additional weeks provided by the Extended EI Benefits pilot project, representing 30.3% of all EI regular benefit claimants during this period. These claimants received their benefit payments from this pilot project after they exhausted their regular entitlement, and so, many of these claimants accessed the additional weeks in 2011/12. As shown in Table 9, the pilot project was more likely to benefit women than men and older workers than other age groups. Occasional claimants and frequent claimants were significantly more likely to benefit from the pilot project than were long-tenured workers.

As of March 31, 2012, \$172.8 million in additional benefits had been paid as a result of the Extended EI Benefits pilot project. There were only \$2.6 million in benefits paid in 2010/11, as the pilot project began in September 2010 and the claimants needed to exhaust their regular entitlement to receive benefit payments from this pilot project. In 2011/12, there were \$170.2 million in additional benefits paid.

TABLE 10
Benefit Payments Under the Extended
EI Benefits Pilot Project

	2010/11	2011/12	Total
Benefit Payments (\$ Million)	2.6	170.2	172.8

8. Entitlement Exhaustion of EI Regular Benefits

Another way to assess the adequacy of EI benefits is to examine the degree to which claimants exhaust their regular benefit entitlement. Claims are considered exhausted if the claimants use all the regular weeks to which they are entitled.

Among all regular claims established in 2010/11, 29.4% of claimants exhausted their regular benefits. This represents a significant increase for claims established in 2009/10 (24.8%) and 2008/09 (27.0%) respectively. The lower rates of exhaustion for claims established in 2008/09 and 2009/10 were the combined result of automatic adjustments to entitlement levels, linked to higher unemployment rates during the recession, and the EI temporary measures extending the entitlement to regular benefits.

For example, an evaluation study on the effects of the Extended Duration of Regular Benefits temporary measure⁶⁶ found that this measure decreased (by 4.8 percentage points) the likelihood that individuals covered by the measure would exhaust their regular benefits. When looking at the historical trend, the exhaustion rate for claims established in 2010/11 was consistent with those of pre-recession years (see Chart 28).

All provinces and territories (except the Northwest Territories) and all demographic groups shown in Table 11 experienced an increase in entitlement exhaustion rates for regular claims established in 2010/11 compared with claims established in the previous two years. This general increase in entitlement exhaustion rates could be attributed to automatic entitlement adjustments, which were linked to decreases in regional unemployment rates during this period, as well as to the end of the temporary EI measures implemented under the Economic Action Plan. Among provinces, British Columbia exhibited the highest exhaustion rate (35.3%) while Newfoundland and Labrador exhibited the lowest rate (24.6%). Among the territories, Yukon has consistently had very low exhaustion rates; its rate for claims established in 2010/11 was 13.7%.

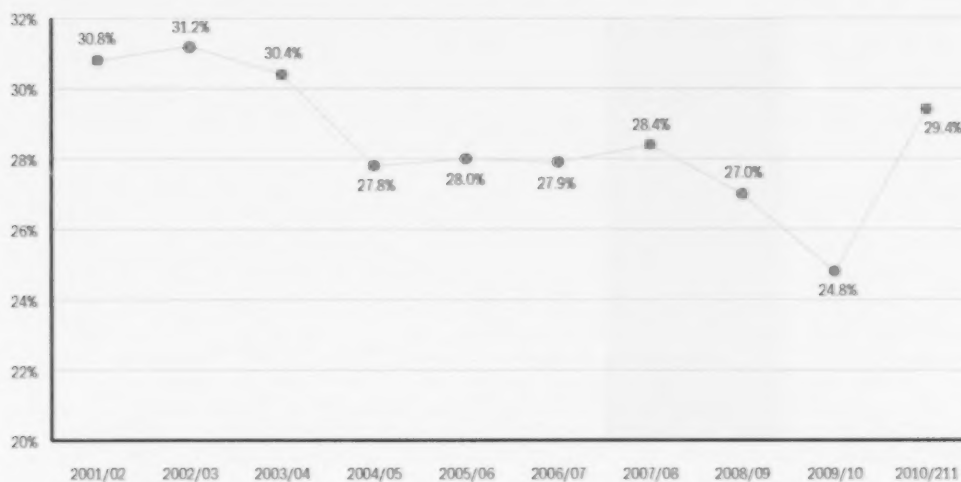
Men tend to have slightly lower entitlement exhaustion rates than women do. This difference is explained by the fact that, on average, women accumulate fewer insurable hours than men. As a result, women are generally entitled to fewer weeks of regular benefits. Claimants aged 45 to 54 tend to have the lowest rate of entitlement exhaustion, while those aged 55 and older tend to have the highest entitlement exhaustion rate.

⁶⁵ Data reported are based on regular claims established in the pilot regions between September 2010 and March 2011 to ensure all claims were completed.

⁶⁶ HRSDC, *Extended Duration of Employment Insurance Regular Benefits: Second Evaluation Study Update* (Ottawa: HRSDC, Evaluation Directorate, 2012).

CHART 28

Proportion of EI Regular Benefit Entitlement Exhaustees, 2001/02 to 2010/11



Note: Shading corresponds to a recessionary period.

The likelihood of exhausting entitlement of EI regular benefits varies for different categories of EI claims history. For claims established in the 2010/11 fiscal year, 32.6% of occasional claimants and 27.8% of frequent claimants exhausted their EI regular benefits, compared with 23.8% of long-tenured workers. Since a claimant's entitlement to EI regular benefits depends on both the number of insurable hours accumulated and the regional unemployment rate at the time of the establishment of the claim, some variation is expected among groups in these categories.

As illustrated in Table 11, entitlement exhaustion rates decrease gradually as the number of accumulated insurable hours increases. For instance, claimants who accumulated between 420 and 559 hours experienced a 59.9% entitlement exhaustion rate, compared with 35.1% for claimants who accumulated between 980 and 1119 insurable hours, and 22.0% for claimants who had accumulated 1,820 or more insurable hours. This difference is explained in part by the fact that, under the EI program, the more insurable hours a claimant has

accumulated before claiming EI regular benefits, the higher the number of entitlement weeks available to the claimant.⁶⁷ Claimants who accumulated many insurable hours before claiming EI regular benefits not only have access to more entitlement weeks; they are also more likely to find employment in a shorter period of time.

Chart 29 shows that exhaustion rates vary significantly across regions with different unemployment rates. For instance, for claims established in 2010/11, claimants from regions with an unemployment rate of 6.0% or lower were more likely to have exhaustion rates of under 30%. Claimants from regions with an unemployment rate between 6.1% and 10.0% were likely to have exhaustion rates between 30% and 35%. Claimants from regions with an unemployment rate between 10.1% and 14.0% faced exhaustion rates between 25% and 30%. Finally, claimants from regions with an unemployment rate of 14.1% or higher faced exhaustion rates around 20%.

⁶⁷ Note that the exact number of weeks depends on the effective regional unemployment rate at the time the claim was established and the number of hours worked in the qualifying period.

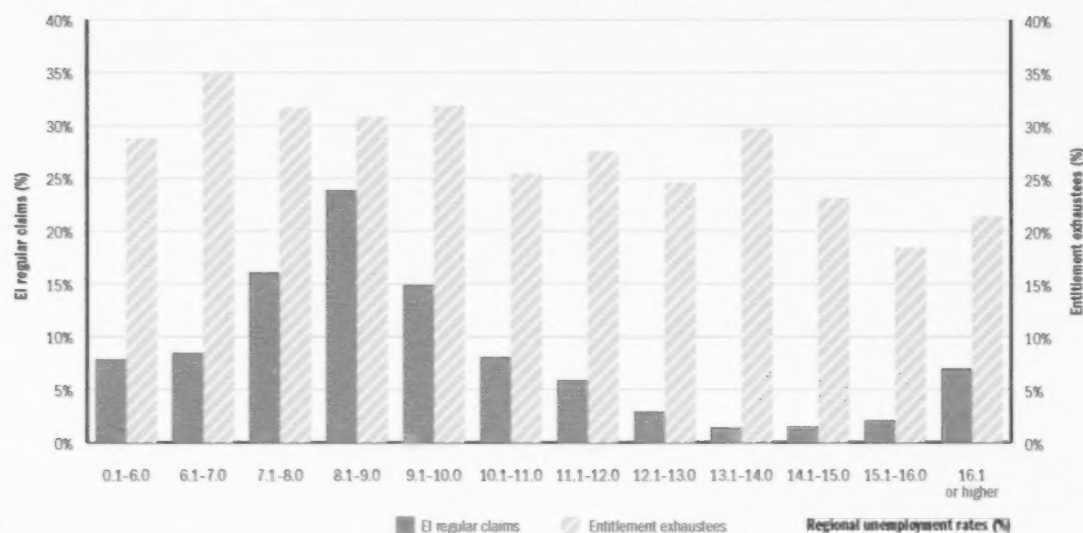
TABLE 11

Proportion of EI Regular Claimants Who Have Exhausted Their Entitlement (%)

	2008/09	2009/10	2010/11
Province or Territory			
Newfoundland and Labrador	25.6	24.4	24.6
Prince Edward Island	32.3	25.5	31.3
Nova Scotia	32.5	27.4	30.6
New Brunswick	22.6	24.0	26.8
Quebec	23.7	22.3	27.2
Ontario	29.2	25.5	30.8
Manitoba	21.5	22.9	30.3
Saskatchewan	20.1	21.6	26.0
Alberta	29.2	26.7	29.6
British Columbia	31.0	28.9	35.3
Nunavut	28.4	21.1	30.2
Northwest Territories	22.7	24.5	22.9
Yukon	14.2	12.1	13.7
Gender			
Male	26.2	23.2	27.9
Female	28.5	27.3	31.8
Age			
Under 25	28.3	26.4	28.9
25 to 44	26.3	24.4	28.3
45 to 54	25.4	22.6	27.5
55 or Older	31.0	28.0	35.1
Insurable Hours			
420-559 Hours	59.8	57.3	59.9
560-699 Hours	50.7	47.6	53.1
700-839 Hours	43.4	40.2	46.8
840-979 Hours	38.8	35.1	42.0
980-1119 Hours	32.3	28.5	35.1
1120-1259 Hours	26.7	22.2	26.9
1260-1399 Hours	23.0	19.1	23.1
1400-1539 Hours	21.5	18.3	20.2
1540-1679 Hours	21.0	17.8	20.4
1680-1819 Hours	21.5	19.0	20.5
1820 or More Hours	21.4	18.2	22.0
EI History			
Long-Tenured Workers	20.3	16.1	23.8
Occasional Claimants	31.8	30.3	32.6
Frequent Claimants	25.7	23.7	27.8

CHART 29

Distribution of EI Regular Claims and EI Entitlement Exhaustees, by Regional Unemployment Rate, 2010/11



These differences are partially explained by the fact that the higher the unemployment rate, the higher the number of regular benefit weeks of entitlement available to claimants. For instance, a claimant who resides in an EI region with an unemployment rate of 5.3% has access to a minimum of 14 weeks and a maximum of 36 weeks of regular benefits, depending on the number of insurable hours accumulated. In contrast, a claimant who resides in an EI region with an unemployment rate of 16.5% is entitled to a minimum of 32 weeks and a maximum of 45 weeks of regular benefits.

9. Income Redistribution of EI Regular Benefits

In a similar manner to the analysis of income redistribution for total EI income benefits, this report also examines the income redistribution of EI regular benefits. The amount of regular benefit payments received by each province or territory, industry, and demographic group is divided by the total amount of EI premiums collected.

9.1 EI Regular Benefits-to-Contributions Ratios, by Province and Territory

The Atlantic provinces and Quebec continued to be net beneficiaries of regular benefits from the EI program in 2010, as they were in previous years, with adjusted ratios greater than 1.0, while Ontario and the Western provinces remained net contributors, with adjusted ratios below 1.0 (see Chart 30).⁵⁸

Ontario, Alberta and British Columbia, which all saw increases in their adjusted ratio partly due to the late-2000s recession, showed no significant changes in their adjusted regular benefits-to-contributions ratio.

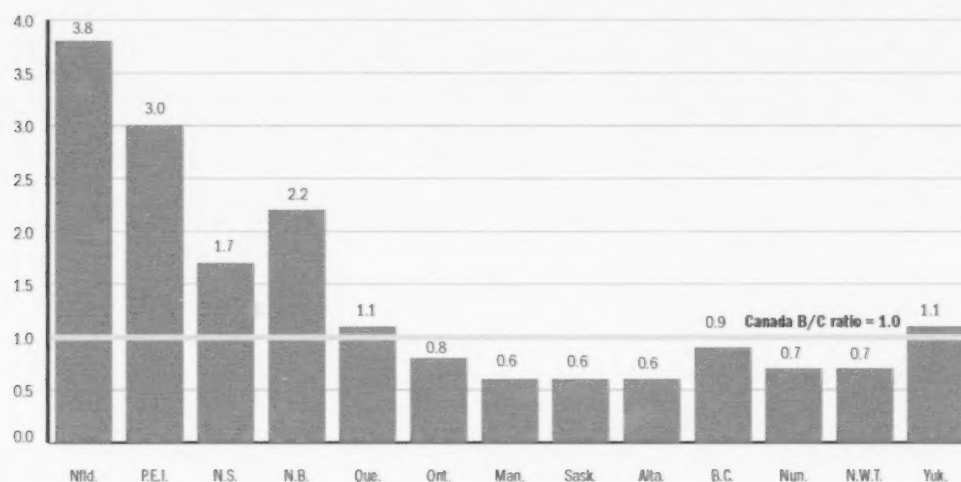
9.2 EI Regular Benefits-to-Contributions Ratios, by Sector and Industry

In 2010, the goods-producing sector was a net beneficiary of regular benefits from the EI program, with an adjusted regular benefits-to-contributions (B/C) ratio of 1.8, while the services-producing sector was a net contributor of regular benefits, with an adjusted ratio of 0.7. As described earlier in Chapter 2, in 2011/12, the goods-producing

⁵⁸ The most recent tax data available are for the 2010 taxation year.

CHART 30

Adjusted Regular Benefits-to-Contributions (B/C) Ratio, by Province, 2010 (Canada = 1.0)



Sources: Canada Revenue Agency, 2010 T-4s with employment income; EI administrative data; Statistics Canada, Labor Force Survey.

sector comprised 37.6% of all EI regular claims and 21.9% of employment, indicating that the goods-producing sector was over-represented among EI regular claims. Conversely, the services-producing sector comprised 59.3% of all EI regular claims and 78.1% of employment, indicating that the services-producing sector was under-represented among EI regular claims.

The goods-producing sector includes some industries with a large share of seasonal workers—such as agriculture, forestry, fishing and hunting (regular B/C ratio of 4.5) and construction (2.6)—which continued to be strong net beneficiaries of the program, as they were in 2009.

The arts, entertainment and recreation industry (1.8) witnessed a large increase (+0.4) in its regular B/C ratio in 2010, and the industry had the highest ratio among industries in the services-producing sector. The

administrative and support, waste management and remediation services industry also had a high ratio among industries in the services-producing sector.

9.3 EI Regular Benefits-to-Contributions Ratios, by Gender and Age

Older workers (1.2) and men (1.2) were net beneficiaries in 2010, as they were in 2009, according to the adjusted benefits-to-contributions ratios for EI regular benefits. An evaluation study³⁹ showed that older workers (aged 55 and older) were generally more likely to be net beneficiaries of EI regular benefits.

Women (0.8) were net contributors to the EI program in 2010 when considering regular benefits only, in contrast to their status when considering all EI income benefits (with a ratio of 1.0, women were neutral in their benefits-to-contributions ratio).

³⁹ HRSDC, *EI Payments and the GIS System* (Ottawa: HRSDC, Evaluation Directorate, 2008).

10. EI Regular Benefits and Seasonal Workers

10.1 Seasonal Workers

According to the Labour Force Survey (LFS), there were 456,500 seasonal workers¹⁰ in 2011/12, a 3.0% increase from 2010/11. Seasonal workers represented 22.7% of all temporary workers and 3.1% of all employees in 2011/12.

The number of seasonal workers has increased significantly over the past 10 years, rising by 25.9% since 2000/01, but the proportion of seasonal workers among all temporary workers has remained stable at around 23% throughout the period. The proportion of seasonal workers among all employees also remained stable at around 3% over the last 10 years.

A recent study¹¹ of seasonal workers found that they were more likely to be male, to have less education and to have fewer dependants than workers in general. These workers were also more prominent in the Atlantic provinces and in primary industries.

These findings are supported by another new study.¹² This study also found that the number of seasonal workers grew steadily and more rapidly than total employment between 1997 and 2011, that the seasonal worker population was aging more rapidly than the total Canadian labour force, and that seasonal workers were more frequently found in firms with fewer than 20 employees.

10.2 Seasonal Claims From EI Regular Benefit Claimants

The number of all EI seasonal claims¹³ increased by 7.7% to 441,740 claims in 2011/12. Among these claims, 412,230 claims were from EI regular claimants and 29,510 claims were from EI fishing claimants.¹⁴

Historically, labour market conditions have had less of an effect on the volume of seasonal claims than on the volume of non-seasonal regular claims. However, the late-2000s recession and recovery

contributed to a recent drop in the share of seasonal claimants among all EI regular claimants and the subsequent increase in 2011/12. EI administrative data show that the number of seasonal claims from EI regular claimants increased by 8.0% to 412,230 in 2011/12. These seasonal claims represented 29.0% of regular claims established in 2011/12, an increase from 27.3% during the previous year. The share of seasonal claimants in 2011/12 is in line with the trend observed before the late-2000s recession, when seasonal claims accounted for about 30% of all EI regular claims.

As illustrated in Table 12, seasonal claimants are more common among workers 45 and older, in the Atlantic provinces and Quebec, and in the goods-producing sector. The construction, manufacturing and education industries account for about half of all EI seasonal claims.

In general, about half of all seasonal claims are established in the third quarter of the fiscal year, between October and December. In 2011/12, the proportion of all new seasonal claims established between October and December was 49.4%. This fact mainly reflects seasonal patterns in the construction and manufacturing industries. On the other hand, the education services industry exhibits a different seasonal trend, as over 90% of new seasonal claims in this industry are made in the first and second quarters of the fiscal year, between April and September.

Although there are seasonal claimants in all provinces, the incidence of these claims is higher in provinces where a large portion of employment is concentrated in seasonal industries. Quebec has the highest incidence of seasonality; the province accounted for 38.8% of total seasonal claims in 2011/12, compared with 32.4% of all regular claims. Conversely, Ontario accounted for 21.2% of seasonal claims, but 29.3% of total regular claims. The disparity is partially explained by differences in the seasonality of their construction industries.

¹⁰ The Labour Force Survey (LFS) defines a seasonal worker as an "employee working in an industry where employment levels rise and fall with the seasons, such as farming, fishing, logging and the tourist industry."

¹¹ HRSDC, *An Evaluation Overview of Seasonal Employment: Update* (Ottawa: HRSDC, Evaluation Directorate, 2009).

¹² HRSDC, *A Profile of Seasonal Workers in 2011: A Complement to a Profile of Temporary Workers* (Ottawa: HRSDC, Evaluation Directorate, 2012).

¹³ Seasonal claimants have established at least three claims in the last five years and started two of these claims at about the same time of year as the current claim.

¹⁴ For the purposes of this report, all EI fishing claims are considered seasonal claims.

TABLE 12

EI Regular Benefits Claims and EI Seasonal Regular Benefits Claims, 2011/12

	EI Seasonal Regular Claims	EI Regular Claims	EI Seasonal Regular Claims as a % of Regular Claims	% of All EI Seasonal Regular Claims	% of All EI Regular Claims
Total	412,230	1,422,270	29.0%	100.0%	100.0%
Gender					
Male	255,140	855,990	29.8%	61.9%	60.2%
Female	157,090	566,280	27.7%	38.1%	39.8%
Age					
15 to 24 Years (Youth)	12,180	149,370	8.2%	3.0%	10.5%
25 to 44 Years	152,580	627,110	24.3%	37.0%	44.1%
45 to 54 Years	129,680	362,420	35.8%	31.5%	25.5%
55 years and Older (Older Workers)	117,790	283,370	41.6%	28.6%	19.9%
Province or Territory					
Newfoundland and Labrador	33,890	67,260	50.4%	8.2%	4.7%
Prince Edward Island	9,320	17,850	52.2%	2.3%	1.3%
Nova Scotia	27,230	68,620	39.7%	6.6%	4.8%
New Brunswick	34,900	75,310	46.3%	8.5%	5.3%
Quebec	160,020	460,160	34.8%	38.8%	32.4%
Ontario	87,180	416,500	20.9%	21.1%	29.3%
Manitoba	10,390	39,080	26.6%	2.5%	2.7%
Saskatchewan	7,990	28,790	27.8%	1.9%	2.0%
Alberta	11,210	87,630	12.8%	2.7%	6.2%
British Columbia	29,090	156,450	18.6%	7.1%	11.0%
Nunavut	80	930	8.6%	0.0%	0.1%
Northwest Territories	250	1,660	15.1%	0.1%	0.1%
Yukon	680	2,030	33.5%	0.2%	0.1%
Sector					
Goods-producing sector	183,030	534,240	34.3%	44.4%	37.6%
Services-producing sector	221,530	844,090	26.2%	53.7%	59.3%

The Atlantic provinces, which rely heavily on seasonal industries, also had high incidences of seasonal claims. The four Atlantic provinces together accounted for 25.6% of seasonal claims but only 16.1% of total regular claims in 2011/12. British Columbia and

Alberta, on the other hand, had a lower incidence of seasonal claims (these provinces accounted for only 7.1% and 2.7% of total seasonal claims and 11.0% and 6.2% of all regular claims, respectively).

10.3 Access to EI Regular Benefits Among Seasonal Claimants

The EICS shows that access to regular benefits for seasonal workers is higher than that for other non-standard workers¹⁵ but lower than that for full-time, permanent workers. A recent study,¹⁶ based on the Canadian Out-of-Employment Panel Survey (COEP), further confirmed that the likelihood of being eligible for EI regular benefits is lower (by 12 percentage points) for seasonal workers than that for full-time permanent job separators. In 2011, 81.2% of unemployed seasonal workers who had been paying premiums and then were laid off or quit with just cause were eligible for regular benefits. On the other hand, 60.0% of other non-standard workers in that same situation were eligible for regular benefits in 2011 compared with 91.2% of full-time permanent workers.

EI administrative data show that the difference in access to regular benefits between seasonal and full-time permanent workers is due to the lower number of insurable hours seasonal claimants accumulate. Of those who claimed EI regular benefits in 2011/12, almost 94% had a minimum of 700 hours of insurable employment, which is the maximum amount of hours required to qualify for EI benefits. The proportion for seasonal claimants was slightly lower at 91%. Moreover, the above-mentioned study also found that the average number of insurable hours accumulated by seasonal workers was 34.6% lower than that accumulated by full-time permanent workers.

10.4 Entitlement to EI Regular Benefits Among Seasonal Claimants

Seasonal claimants, like all regular claimants, were entitled to more weeks of benefits in 2010/11. In 2011/12, seasonal claimants had an average entitlement of 32.7 weeks of regular benefits, a drop from 34.5 weeks in 2010/11. The number of weeks of entitlement has been decreasing since the recession, when it reached 39.0 weeks in 2009/10. Despite the recent decrease, entitlement to regular benefits is returning to the pre-recession level, which was 31.9 weeks in 2007/08.

Compared with all regular claimants, seasonal claimants tend to use less of their entitlement. However, the gap in the percentage of entitlement that seasonal and regular claimants use fell in 2010/11 in comparison to the gap in 2009/10. Seasonal claimants used, on average, 60.5% of their regular entitlement for claims established in 2010/11 and 55.4% for claims established in 2009/10.¹⁷ In comparison, regular claimants used 62.1% of their entitlement for claims established in 2010/11 and 58.1% for claims established in 2009/10.

10.5 Duration of EI Regular Benefits Among Seasonal Claimants

Correspondingly, the average duration of regular benefits for seasonal claimants is also shorter than that for all regular claimants. On average, seasonal claimants who established a claim in 2010/11 received 19.9 weeks, while regular claimants received an average of 21.6 weeks. The same holds true for claims established in 2009/10, when seasonal claimants received 20.1 weeks, while regular claimants received 23.8 weeks.

10.6 Exhaustion of EI Regular Benefit Entitlement Among Seasonal Claimants

In addition, the exhaustion rate has always been lower for seasonal claimants than for regular claimants as a whole. This statement also holds true for claims initiated in 2010/11, as 20.0% of seasonal claimants used all the weeks of regular benefits to which they were entitled, while the exhaustion rate for all regular claimants was 29.4%. The exhaustion rate increased by close to 5 percentage points for both seasonal and all regular claimants in 2010/11 in comparison to the rate in 2009/10. The increase in the exhaustion rate can be attributed to two factors: the decrease in the unemployment rate, which decreased the number of weeks of entitlement; and the end of the temporary EI measures under the Economic Action Plan, which provided additional weeks of regular benefits for all claims established in 2009/10 and only some claims established in 2010/11.

¹⁵ The EICS defines other non-standard workers as people in non-permanent paid jobs that were temporary, term, contractual, casual or other non-permanent (but not seasonal) jobs. These unemployed people were not self-employed.

¹⁶ HRDSC, *EI and Non-Standard Workers: Part-Time, Short-Term and Seasonal Workers* (Ottawa: HRDSC, Evaluation Directorate, 2012).

¹⁷ Data analysis is based on all completed claims initiated in 2009/10 to ensure that all claims in question have been terminated.

The lower use of entitlement, shorter benefit durations and lower exhaustion rates for seasonal claimants are due to the nature of seasonal work. When seasonal claimants are laid off, most have a job lined up for the next season and will return to work at approximately the same time the following year. However, most regular claimants have to look for work once they are laid off. Therefore, non-seasonal regular claimants are more likely to rely on EI for longer periods and are more likely to exhaust their benefits than are their seasonal worker counterparts.

10.7 Seasonal Gapper Claimants

The level of entitlement and duration of regular benefits have a particular impact on seasonal claimants who have a combined work-benefit period of less than 52 weeks per year. This group of claimants is referred to as "seasonal gappers." These workers may go through a period where neither work income nor EI is available to them, if the seasonal job to which they are returning is not yet available when they exhaust their EI benefits.

Among people who initiated claims in 2010/11, there were 12,100 seasonal gappers, up 40.5% from the 8,610 seasonal gappers who established claims in 2009/10. The number of seasonal gappers has been moving upward since its historical low of 5,830 of 2008/09. However, the number of seasonal gappers remains lower than it was before the recession: 12,970 established in 2007/08 and 20,300 established claims in 2006/07. The seasonal gappers who established claims in 2010/11 averaged 16.6 weeks of work and 28.8 weeks of EI benefits, including the waiting period. This left an average gap of 6.6 weeks during which they had no income, a gap slightly longer than that for claims established in 2009/10 (6.0).

As mentioned in previous reports, the likelihood of becoming a seasonal gapper is higher in regions of high unemployment, where claimants require fewer hours to qualify for benefits. Quebec (39.9%) and the Atlantic provinces (25.0%) are overrepresented in regard to seasonal gappers: they accounted for 65% of seasonal gappers in 2010/11, while representing 31.6% and 16.2% of all regular claims established in 2010/11, respectively. Ontario, on the other hand,

while accounting for a large proportion of seasonal gappers (14.1%), is underrepresented, since Ontario accounted for 28.5% of regular claims in 2010/11.

11. EI Regular Benefits and Labour Mobility

A significant movement of labour takes place in Canada, mainly from regions of high unemployment and low wages to regions of lower unemployment and higher wages. However, regional variations in unemployment rates that have persisted for decades continued during the late-2000s recession, which suggests that geographical rigidity exists in the Canadian labour market, at least to some extent. Despite the fact that jobs may be available in other regions of the country, some workers are not able or willing to move. This situation contributes to regional pockets of higher unemployment.

11.1 Interprovincial Labour Mobility

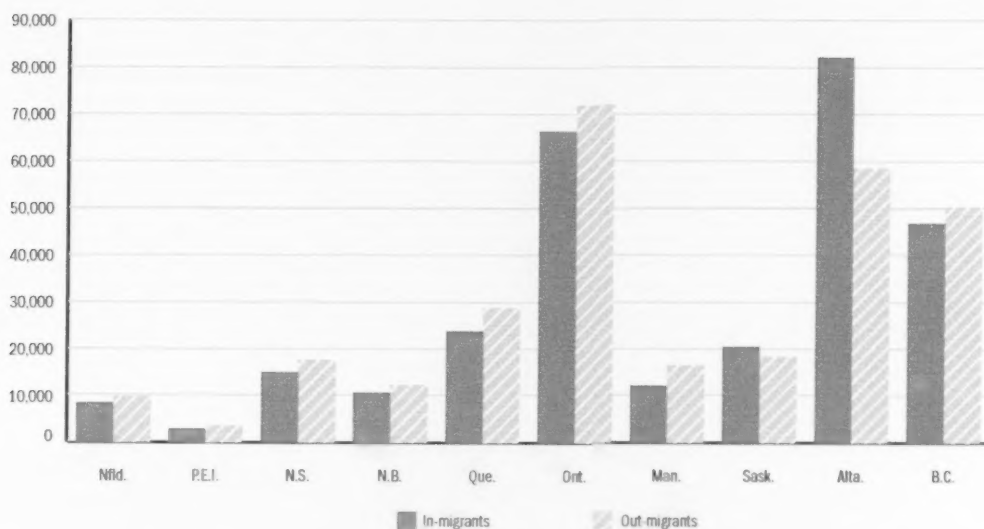
Demographic estimates⁷⁸ from Statistics Canada on interprovincial labour mobility in 2011/12 showed that only two provinces, Alberta and Saskatchewan, had a positive net migration flow of population (+23,580 and +2,054, respectively) within the country. Ontario and Quebec, Canada's two largest provinces, had the highest negative net migration flows of population (-5,671 and -5,028, respectively).

Alberta attracted 82,052 in-migrants, more than any other province, followed by Ontario with 66,391. Alberta has experienced positive net migration every year since 2000/01 except in 2009/10 (-2,343). The positive net migration of 23,580 was more than four times the figure in 2010/11 (+5,292).

As shown in Chart 31, Saskatchewan (+2,054) was the only other province to experience a positive net migration flow in 2011/12. The other provinces showed negative net migration flows in 2011/12, with Ontario (-5,671), Quebec (-5,028), Manitoba (-4,363) and British Columbia (-3,379) witnessing the largest numbers of interprovincial out-migrants compared with the numbers of interprovincial in-migrants.

⁷⁸ Demographic estimates from Statistics Canada are from the Estimates of Total Population, Canada, Provinces, and Territories. Figures for 2011/12 are preliminary.

CHART 31
Interprovincial Labour Mobility, 2011/12



Source: Statistics Canada, Labour Force Survey.

There are two current trends in labour mobility in Canada: a movement from east to west, and movement among the Western provinces, mostly toward Alberta. According to analysis of interprovincial migration data from Statistics Canada, the majority of workers who moved from the Atlantic provinces in 2011/12 relocated to Ontario or Alberta. Most of the workers moving from Quebec relocated to Ontario (63.5%), while those leaving Ontario moved mainly to Alberta (33%), as well as to Quebec (19.2%) and British Columbia (17.1%).

The data for 2011/12 also show the movement among the provinces in Western Canada. Workers migrating from Western Canada largely favoured Alberta, which took in nearly 30% of migrants from other Western provinces. Most workers who moved from Alberta relocated to British Columbia, but a significant number also relocated to Ontario and Saskatchewan.

11.2 Impact of EI on Labour Mobility

A number of studies in the past decade have looked at the determinants of labour mobility and whether EI plays a role in the decision to migrate for employment. Results of these studies indicate that factors such as personal and labour market characteristics, as well as moving costs, play a key role in mobility decisions,⁷⁹ while EI generosity does not seem to affect mobility decisions.⁸⁰

A new research paper⁸¹ concluded that there was a negative correlation between the unemployment rate and the proportion of movers but that the lower likelihood of workers leaving high unemployment regions was not explained by the longer EI entitlement available in these regions. The study further stated that if EI entitlement can influence geographical attachment, its effect is small and translates only into slightly more commuting (not less out-migration).

⁷⁹ André Bernard, Ross Finnie and Benoit St-Jean, *Interprovincial Mobility and Earnings* (Ottawa: Statistics Canada, 2008).

⁸⁰ HRSDC, *The Impact of EI Regional Boundary Revisions on Mobility in New Brunswick: Evidence from the LAD* (Ottawa: HRSDC, Evaluation Directorate, 2010).

⁸¹ HRSDC, *Regional Out-Migration and Commuting Patterns of Employment Insurance (EI) Claimants* (Ottawa: HRSDC, Evaluation Directorate, 2012).

This conclusion is consistent with another recent study⁸² that suggested that EI does not discourage workers from being mobile. EI recipients were found to be more likely than non-EI recipients to commute 30 kilometres or more to go to work and more likely to work outside their census subdivision of residence. Also, following a job loss, EI recipients were more likely than non-EI recipients to move more than 100 kilometres away.

Furthermore, a study⁸³ estimated that eliminating regional EI extended benefits and regional EI differences in the VER would increase the volume of migration by less than 1%. In general, the available evidence suggests that EI is generally not a barrier to mobility.

III. EI FISHING BENEFITS

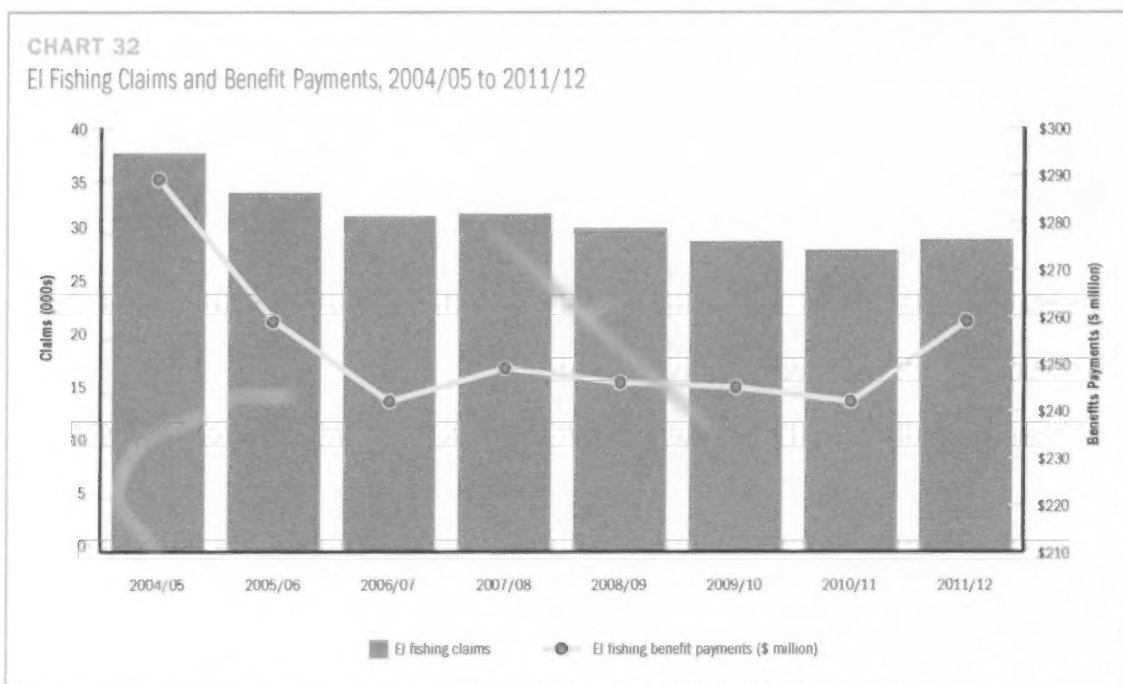
EI fishing benefits are paid to self-employed fishers. These benefits provide income support to individuals who live in rural communities that rely on the fishing industry. There are two separate benefit periods for fishing benefits: a winter qualifying period, for which a benefit period can be established starting in April,

and a summer qualifying period, for which a benefit period can be established starting in October.

Fishing claims represent a significant part of the economy in many coastal communities. Fishing benefits are administered either directly or indirectly by three federal organizations: Human Resources and Skills Development Canada (HRSDC)/Service Canada, Fisheries and Oceans Canada (DFO), and the Canada Revenue Agency (CRA). DFO grants fishing licences; CRA determines who is eligible as a self-employed fisher; and HRSDC/Service Canada determine eligibility for and pay EI fishing benefits, which are based on insurable earnings rather than insurable hours.

1. EI Fishing Benefits, Claims and Benefit Payments

Fishing claims comprise a small proportion of total EI claims but represent a significant part of the economy in communities that rely on the fishing industry. In 2011/12, the number of new fishing claims increased by 3.4%, to 29,506 new claims (see Chart 32). Previously, there had been a downward trend in the number of new fishing claims between 2004/05 and 2010/11.



⁸² HRSDC, *Commuting and Mobility Patterns of Employment Insurance (EI) Recipients and Non-Recipients* (Ottawa: HRSDC, Evaluation Directorate, 2011).

⁸³ Kathleen M. Day and Stanley L. Winer, *Policy-Induced Internal Migration: An Empirical Investigation of the Canada Case* (Munich, Germany: CESifo Group, 2005).

In 2011/12, EI fishing benefit payments comprised 1.7% of total EI benefit payments, which was 0.3 percentage points higher than in the previous year. For the majority of self-employed fishers who reside in fishing-dominated communities, EI benefits are an important part of their annual income. A total of \$259.2 million in EI fishing benefit payments were paid in 2011/12, a 7.2% increase from 2010/11.

1.1 EI Fishing Benefit Claims, by Province and Territory

The Atlantic provinces accounted for 80.7% of all fishing claims established in 2011/12. Within the region, the number of new fishing claims increased in three out of four provinces, led by an increase of 10.2% in Newfoundland and Labrador. The only exception was Prince Edward Island, where the number of new fishing claims decreased by 1.6%. Quebec also showed a slight increase of 1.4% in fishing claims in 2011/12, while fishing claims in Manitoba and British Columbia decreased by 13.2% and 4.6%, respectively.

Fishing claims in Newfoundland and Labrador represented 42.2% of all EI fishing claims in 2011/12, increasing from 39.6% in 2010/11. Despite the recent increase in the number of claims, fishing claims in Newfoundland and Labrador have dropped significantly (-29.9%) since their peak in 2004/05.

Fishing claims in British Columbia accounted for 10.6% of the national total, compared with 11.5% in the previous year. Despite the recent increase in the number of claims, fishing claims in this province have dropped significantly (-28.6%) since their peak in 2003/04.

Among major fishing provinces, EI fishing benefit payments decreased in Manitoba (-14.3%), British Columbia (-4.2%), and Prince Edward Island (-0.2%), while they increased in Newfoundland and Labrador (+14.3%), New Brunswick (+11.3%) and Nova Scotia (+6.3%).

1.2 EI Fishing Benefit Claims, by Gender and Age

In 2011/12, the number of fishing claims established by men increased by 2.6% (+626), while those established by women increased by 7.1% (+347). Men made 82.3% of EI fishing claims, a figure 0.6 percentage points lower than that in the previous year.

Core-aged fishers (those aged 25 to 54), who accounted for 64.1% of all new fishing claims, established 1.4% (+261) more fishing claims in 2011/12 than in the previous year. The number of new fishing claims registered by youth (aged 15 to 24) increased significantly by 11.7% (+143) in 2011/12; consequently, their share of all EI fishing claims increased by 0.3 percentage points to 4.6%.

Older workers (aged 55 and older) also made more fishing claims, filing 6.6% (+569) more claims than they did in 2010/11. Their share of fishing claims has increased consistently over the past several years, from 28.6% in 2008/09 to 31.2% in 2011/12.

1.3 EI Fishing Benefit Claims, by EI History

As detailed in previous sections (see Section II.1.4), the *EI Regulations* have been modified to define three EI claimant categories which will be used to determine claimants' responsibilities, in terms of undertaking a reasonable job search for suitable employment. These new categories and definitions apply to claimants receiving EI fishing benefits.

The analysis of new EI fishing claims in this chapter is based on the new EI claimant categories. The number of EI fishing claims using the new EI claimant categories is only an estimate for 2011/12, as the applicable sections of the *EI Regulations* were not in force during the 2011/12 fiscal year. However, the number of EI fishing claims will be examined according to the new EI claimant categories to support future analysis of the Connecting Canadians with Available Jobs initiative.

In 2011/12, the number of fishing claims increased in all EI claimant categories, with long-tenured workers⁸⁴ witnessing a 13.7% increase, frequent claimants⁸⁵ witnessing a 3.2% increase and occasional claimants⁸⁶ witnessing a 5.0% increase.

⁸⁴ Long-tenured workers are defined as individuals who have paid at least 30% of the annual maximum employee's EI premiums in 7 of the past 10 years, and who, over the last 5 years, have collected EI regular or fishing benefits for 35 weeks or less.

⁸⁵ Frequent claimants are defined as individuals who have had three or more claims for EI regular or fishing benefits and have collected benefits for a total of more than 60 weeks in the past 5 year.

⁸⁶ Occasional claimants are defined as individuals who do not meet the definition of frequent claimants or long-tenured workers.

Frequent claimants established the vast majority of fishing claims (89.0%) in 2011/12. The share of new fishing claims from long-tenured workers and occasional claimants were 0.5% and 10.4%, respectively.

2. Eligibility for EI Fishing Benefits

To qualify for fishing benefits, fishers need to earn between \$2,500 and \$4,200 from self-employment in fishing (depending on the regional unemployment rate)⁸⁷ in the 31-week period before they file their claim.

However, if an individual has just started working as a self-employed fisher, or is returning to fishing after an absence of a year or more preceding the qualifying period, he or she must earn \$5,500 in insurable earnings to qualify for fishing benefits instead.

An exception to this rule is, if an individual has received one week or more of maternity or parental benefits in the 208 weeks preceding the labour force attachment period,⁸⁸ the claimant will need to earn between \$2,500 and \$4,200 as a self-employed fisher to qualify for fishing benefits instead.

Historically, over 90% of all fishers who claim fishing benefits have qualified with earnings above \$5,500, which is the maximum eligibility requirement for fishers. In 2011/12, this figure was 98.5%, which is consistent with the figures recorded in the last four years.

3. Accessibility to EI Fishing Benefits

Among the 29,506 new fishing claims in 2011/12, there were 11,028 fishing claims established based on the winter qualifying period, a 7.3% increase over the previous year. The number of claims established based on the summer qualifying period also increased (+0.8%), to 18,478 claims.

There were 20,892 fishers who made fishing claims in 2011/12, an increase of 0.7% from 2010/11. The difference between the number of fishing claims and the number of fishers making these claims can be attributed to the fact that some fishers are active in both fishing seasons and are eligible to claim fishing benefits twice a year.

Among the major fish-producing provinces, there were declines in the number of fishers claiming benefits in British Columbia (-4.1%) and Prince Edward Island (-2.0%), while Quebec (-0.9%) registered a minor decrease. On the other hand, Newfoundland and Labrador (+3.9%), Nova Scotia (+1.8%) and New Brunswick (+1.8%) experienced increases in the number of fishers claiming benefits.

In 2011/12, a total of 8,612 (41.2%) fishers who established a claim made multiple fishing claims, while 12,280 (58.8%) fishers made one fishing claim. The number of claims made by multiple fishing claimants (17,266) accounted for over half of all fishing claims. The number of fishers who made a single claim declined by 3.8%, while the number of fishers who made multiple claims increased by 3.8%.

The Atlantic provinces represented about 90% of all fishers who made multiple fishing claims. Of these provinces, Newfoundland and Labrador (+24.6%), and New Brunswick (+3.4%) showed increases in the number of fishers who made multiple claims, while Nova Scotia (-0.7%) and Prince Edward Island (-1.1%) saw declines. Fishers in Prince Edward Island and Newfoundland and Labrador were the most likely to be active in both seasons, as 53.7% and 53.3% of claimants in these provinces, respectively, established multiple fishing claims in 2011/12.

4. Level of EI Fishing Benefits

The average weekly fishing benefit increased by 3.8%, from \$423 in 2010/11 to \$439 in 2011/12. With this increase, the average weekly benefit for fishing claimants was \$56 higher than that for regular claimants (\$384). Moreover, the average weekly benefit for fishers remained close to the maximum weekly benefit of \$468 in 2011.

The proportion of fishing claimants who received the maximum weekly benefit increased from 72.7% in 2010/11 to 78.1% in 2011/12.

⁸⁷ More information on self-employed fishing earnings required to qualify for EI fishing benefits can be found in Chapter 1 of the 2011 EI Monitoring and Assessment Report, at <http://www.hrsdc.gc.ca/eng/jobs/ei/reports/mar2011/chapter1.shtml>

⁸⁸ The labour force attachment period is the 52 weeks preceding the start date of the qualifying period.

5. Duration of EI Fishing Benefits

In 2011/12, the average duration of all fishing claims was 21.3 weeks, a slight increase from 21.0 weeks in 2010/11. Women claimed 2.5 weeks more than men did (23.4 weeks compared with 20.9 weeks).

Fishers in British Columbia, who tend to have only one fishing season, had the longest average benefit duration, at 23.6 weeks. Benefit durations in the Atlantic provinces varied slightly between 20.4 and 21.7 weeks.

Fishers who established one claim in 2011/12 received an average of 24.5 weeks, while fishers who established two claims received an average of 20.3 weeks on their first claim and 17.8 weeks on their second claim, for an average total of 38.1 weeks of benefits.

IV. EI SPECIAL BENEFITS

1. Overview and Legislative Changes

In addition to assisting those who are unemployed, EI plays an important role in supporting employees and self-employed individuals (including fishers) who are too sick to work, who stay at home with a newborn or newly adopted child, or who take a temporary leave from work to provide care or support to a gravely ill family member. For a detailed qualitative overview of EI special benefits, please see Chapter 1 of the *2011 EI Monitoring and Assessment Report*.

As of January 31, 2010, EI special benefits, including maternity, parental, sickness and compassionate care benefits, were extended to self-employed people, who could opt into the EI program for the first time. Benefits were payable as of January 1, 2011.

Effective July 4, 2010, EI extended the eligibility period for Canadian Forces members who cannot collect all their parental benefits during the standard eligibility period because of an imperative military requirement that either defers or interrupts their parental leave.

On December 14, 2012, the *Helping Families in Need Act* received Royal Assent, creating a new type of EI benefit for parents of critically ill children (PCIC). Under the PCIC benefits, up to 35 weeks of EI benefits will be available, to be shared among eligible parents who leave work to provide care or support to one or more critically ill children under the age of 18. This benefit will be available to eligible EI contributors and to eligible self-employed individuals who have contributed to EI. The EI PCIC benefits are expected to be available in June 2013.

Access to the new PCIC benefits will be consistent with the existing eligibility requirements for EI special benefits, requiring 600 insurable hours during the qualifying period.⁸⁹ In addition, to qualify for the PCIC benefits, a claimant will need to provide a medical certificate, attesting that the child is critically ill.

The *Helping Families in Need Act* also amends the *Employment Insurance Act* to allow insured persons who fall ill or are injured while receiving EI parental benefits to qualify for EI sickness benefits despite not being "otherwise available for work" or, for self-employed persons, "otherwise be working". These regulatory amendments will come into effect at the same time as the EI PCIC benefits. Future reports will analyze the impact and effectiveness of the *Helping Families in Need Act*.

The following sections do not include data on maternity and parental benefits in Quebec, for either employees or self-employed individuals, as these benefits are offered under the Quebec Parental Insurance Plan (QPIP). Data on sickness and compassionate care benefits in Quebec are included in their respective sections.

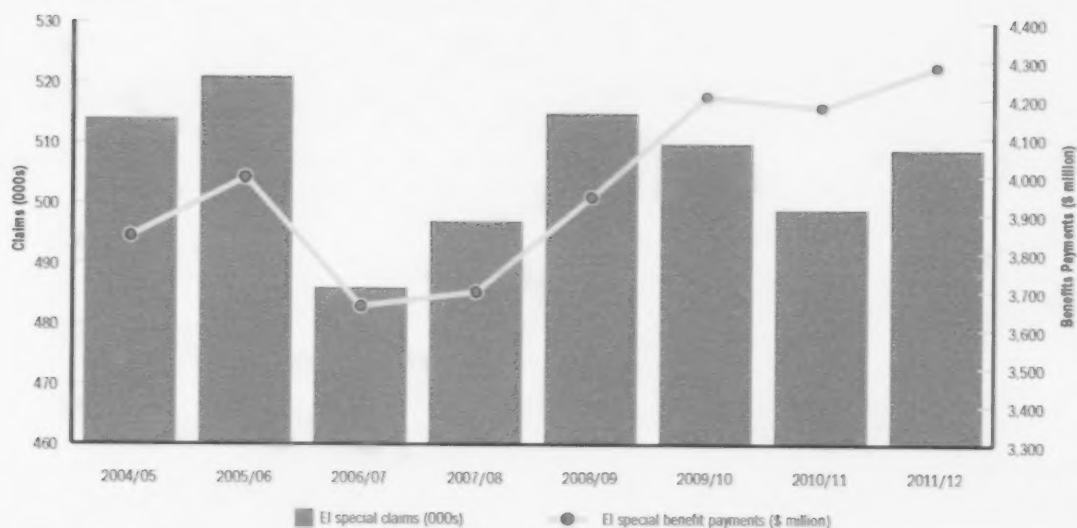
1.1 EI Special Benefits, Claims and Benefit Payments

In 2011/12, there were 508,500 special benefits claims in Canada, which represented a 1.8% increase from 2010/11, and followed a 2.2% decrease from 2009/10 to 2010/11.

⁸⁹ For fishers, access to the new PCIC benefit will be based on the rules for existing EI special benefits for fishers (sickness, maternity, parental and compassionate care).

CHART 33

EI Special Claims and Benefit Payments, 2004/05 to 2011/12



Total special benefits paid rose by 2.5% to \$4.28 billion in 2011/12, from \$4.18 billion in 2010/11. This increase followed a slight decrease of 0.7% in 2010/11.

Special benefits are sensitive to demographic shifts, as well as to changes in labour force characteristics. For instance, women, who continue to be a growing part of a growing labour force, continued to make a large proportion of special benefits claims in 2011/12, accounting for 67.5% of total special claims during the fiscal year, and receiving 83.6% of special benefits paid.

1.1.1 EI Special Benefits for Self-Employed Individuals

As of January 31, 2010, EI special benefits—including maternity, parental, sickness and compassionate care benefits—were extended to self-employed people, who could opt into the EI program for the first time. Benefits were payable as of January 1, 2011.⁽⁹⁾

Between the opt-in date of the measure and March 31, 2012, a total of 13,710 self-employed individuals opted into the EI program. Of these, a total of 3,290 individuals subsequently opted out of the EI program.

From January 2011, when self-employed individuals were first eligible to claim EI special benefits, to March 2012, self-employed individuals made a total of 876 claims and received \$7.14 million in benefit payments, with 259 claims in 2010/11 and 617 claims in 2011/12. Women accounted for 588, or 95.3%, of the claims in 2011/12. Those aged 25 to 44 years old accounted for 568, or 92.1%, of the claims in 2011/12.

Among the 617 claims from self-employed individuals in 2011/12, 455 of these claims received EI maternity benefits, accounting for \$1.82 million in maternity benefit payments in 2011/12. Also, 504 of the 617 claims resulted in EI parental (biological) benefits, accounting for \$4.28 million in biological parental benefit payments in 2011/12.

1.1.2 EI Parental Benefits for Military Families

Effective July 4, 2010, EI extended the eligibility period for Canadian Forces members who cannot collect all their parental benefits during the standard eligibility period because of an imperative military requirement that either defers or interrupts their parental leave. The eligibility period during which EI

⁽⁹⁾ For more information on EI special benefits for self-employed individuals, please visit <http://www.servicecanada.gc.ca/eng/sc/ei/sew/index.shtml>



parental benefits can be paid may be extended by one week for each week that an eligible claimant is unable to collect EI parental benefits. The extension is subject to a maximum eligibility period of 104 weeks.⁹⁰

As of March 31, 2012, there have been 37 parental claims resulting from this EI initiative: 28 from Ontario, 7 from Manitoba and 2 from the Atlantic provinces. Canadian Forces members residing in Quebec can apply for parental benefits under the QPIP.

1.2 Eligibility for EI Special Benefits

For employees, access to special benefits is based on 600 hours of insured work during a qualifying period, regardless of the regional unemployment rate. Self-employed fishers can qualify for special benefits with fishing earnings of \$3,760 during the qualifying period, while other self-employed individuals who opt into the EI program can qualify to claim special benefits with self-employed earnings of \$6,222 during the calendar year, as of January 1, 2012.

Analysis based on the Survey of Labour and Income Dynamics (SLID) suggests that an estimated 90.8% of employees would have had sufficient hours (600 hours) to qualify for special benefits in December 2010, had they applied for them at the time. This eligibility rate is slightly lower than it was in December 2009 (91.0%) but follows the trend that has seen eligibility for special benefits remain consistently over 90% for the past few years.

There is little provincial variation in eligibility rates for special benefits. Newfoundland and Labrador had the highest access rate, with 92.6%, while British Columbia had the lowest rate, at 89.1%. This suggests that the 600-hour eligibility threshold for special benefits is equitable, regardless of the regional unemployment rate insured workers face.

While eligibility for special benefits is fairly consistent across provinces, it does vary by gender and job permanency. According to the SLID data, men had an eligibility rate of 92.3% in December 2010, while women had an eligibility rate of 89.2%. This was due to women being more likely to work part time than men and accumulating fewer insured hours.

Nearly all full-time workers (96.6%) would have had sufficient hours to qualify for special benefits. For those who worked part-time jobs only during 2010, 64.6% would have been eligible to collect EI special benefits. However, for those who worked both full-time and part-time jobs during 2010, 90.4% would have had sufficient hours to qualify for special benefits.

1.3 Level of EI Special Benefits

The level of special benefits is less likely to be affected by economic cycles than the level of regular benefits. As illustrated in Table 13, growth in the average weekly benefit rate was positive across special benefits and genders in 2011/12. Almost all average weekly special benefits increased by between 1.5% and 3.5%. This general increase is in line with the increase in average weekly wages and the increase in the MIE from 2010 to 2011.

Another way to assess the adequacy of special benefits is to look at the proportion of special benefit claimants who receive the maximum benefit. In 2011/12, 37.6% of special benefit claimants received the maximum benefit, which was also the case in 2010/11. While this proportion has remained relatively stable between 37% and 38% over the last few years, it is lower than the proportion of regular benefit claimants who received the maximum benefit in 2011/12 (41.3%). This is possibly due to the overrepresentation of men and women among regular and special benefit claimants, respectively, and the earnings gap that exists between them.

1.4 Combining EI Special Benefits

Different types of special benefits can be combined within a single claim, under certain circumstances, to a potential maximum duration of 71 consecutive weeks.⁹²

Among new special benefits claims established in 2010/11,⁹³ 32.5% of them combined more than one special benefit in a single claim, with 28.0% of the special benefits claims combining two special benefits and 4.5% combining three special benefits. The vast majority (97.1%) of those combining two special benefits combined maternity and parental benefits.

⁹⁰ For more information on EI parental benefits for military families, please visit http://www.servicecanada.gc.ca/eng/sc/ei/military_families.shtml

⁹² Claimants who have given birth can combine weeks of special benefits to reach the maximum of 71 weeks if the weeks of special benefits are consecutive and uninterrupted by any period of regular benefits. Otherwise, special benefits can be combined and paid for up to 50 weeks in a 52-week benefit period.

⁹³ Data and analysis on duration relate to claims established in 2010/11 to ensure all claims were completed. Note that many of these claims were completed in 2011/12.

TABLE 13
Average Weekly Benefit, by Special Benefit Type

		2011/12 (\$)	2010/11 (\$)	Growth (%)
Parental (Biological)	Men	427	420	1.5
	Women	382	375	1.9
	Both	388	382	1.8
Parental (Adoption)	Men	466	440	6.0
	Women	426	426	0.1
	Both	437	429	2.0
Maternity	Men	N/A	N/A	N/A
	Women	380	371	2.2
	Both	380	371	2.2
Sickness	Men	390	379	3.1
	Women	326	316	3.3
	Both	353	342	3.3
Compassionate Care	Men	412	400	3.0
	Women	363	351	3.5
	Both	376	364	3.3

1.5 Premium Reduction Program

The Premium Reduction Program (PRP) reduces EI premiums for employers if their employees are covered by a short-term disability plan that meets or exceeds certain requirements set by the EI Commission. To be eligible, employers must show how they return the employee share of the premium reduction to workers.

In 2011, there were 34,300 employers participating in the PRP and the insurable earnings of employees who were eligible for premium reductions were \$238.1 billion, or 49% of total insurable earnings in Canada. In 2011, participating employers received a total of \$882 million in premium reductions, representing 4.4% of annual gross EI premiums.⁹⁴

2. EI Maternity and Parental Benefits

EI maternity benefits are offered to biological mothers, including surrogate mothers, who cannot work because they are pregnant or have recently given birth. A maximum of 15 weeks of EI maternity

benefits is available. The 15 weeks can start as early as eight weeks before the expected date of birth, and can end as late as 17 weeks after the actual date of birth.

EI parental benefits are offered to parents who are caring for a newborn or newly adopted child. A maximum of 35 weeks of parental benefits is available to biological or adoptive parents. The two parents can share these 35 weeks of benefits.

For assessment purposes, various time periods in EI administrative data are used to ensure accuracy in the analysis of the duration of EI special benefits. To assess the average duration of EI parental benefits, only claims established in the first half of 2011/12 are used, to ensure data are based on as many completed EI parental claims as possible. Given the shorter duration of maternity benefits, all claims established in 2011/12 are used.

⁹⁴ Canada Employment Insurance Financing Board (CEIFB). 2013 Actuarial Report on the Reduction in EI Premiums for Employers with Wage Loss Plans (Ottawa: CEIFB, November 2012).

2.1 EI Maternity and Parental Benefits, Claims and Benefit Payments

2.1.1 EI Maternity Benefits, Claims and Benefit Payments

In 2011/12, there were 167,540 maternity claims, a 0.6% decrease from the previous year. However, maternity benefit payments increased by 0.4% to \$933.6 million in 2011/12. Self-employed women made 455 maternity claims, accounting for \$1.82 million in maternity benefit payments in 2011/12.

In general, the vast majority of maternity claims were made by women aged 25 to 44 who accounted for 88.0% of all maternity claims in 2011/12. Women under 25 accounted for another significant share of maternity claims (11.7%).

Maternity claims decreased in most provinces, with the sharpest decreases in Nova Scotia (-5.4%) and Manitoba (-4.2%). The two provinces with the largest increases in the number of maternity claims were Prince Edward Island (+20.8%) and Newfoundland and Labrador (+10.4%).

Among the 167,540 maternity claims in 2011/12, the majority (159,610 or 95.3%) were followed by biological parental claims. In addition, among the 161,530 biological parental claims made by women, 98.8% or 159,610 were preceded by maternity claims.

2.1.2 EI Parental (Biological) Benefits, Claims and Benefit Payments

In 2011/12, the number of parental claims made by biological parents also decreased by 0.6% to 187,090; however, parental benefits payments for biological parents rose slightly, by 2.0%, to \$2.20 billion in 2011/12. Self-employed individuals made 504 parental claims, which accounted for \$4.28 million in biological parental benefit payments in 2011/12.

As in previous years, women comprised the vast majority (86.3%) of the 187,090 biological parental claims in 2011/12. Women made nearly the same number of claims (-0.2%) as they did in 2010/11, while the number of claims from men fell by 3.0% from 2010/11.

The large majority of biological parental claims come from women aged 25 to 44, and they continued to form a large majority in 2011/12, accounting for 76.2% of all biological parental claims. Men aged 25 to 44 accounted for 12.3% of all biological parental claims in 2011/12. Men and women under 25 also accounted for a significant share (10.6%) of biological parental claims.

The majority of provinces saw a decline in the number of biological parental claims in 2011/12 compared with the previous year, with the sharpest decreases in Manitoba (-3.2%) and Alberta (-2.3%). However, Prince Edward Island (+20.8%) and Newfoundland and Labrador (+17.3%) showed large increases in 2011/12, similar to the large increases in maternity claims.

2.1.3 EI Parental (Adoptive) Benefits, Claims and Benefit Payments

The number of parental claims made by adoptive parents increased in 2011/12 to 1,840 (+19.5%). However, benefit payments for adoptive parental claims fell slightly by 2.8% to \$18.7 million in 2011/12. There were no parental adoptive claims from self-employed individuals in 2011/12.

2.2 Accessibility to EI Maternity and Parental Benefits

According to the 2011 Employment Insurance Coverage Survey (EICS), the number of mothers with a child up to 12 months old increased by 1.1% in 2011, to 401,930. Over three-quarters of these mothers (76.6%) had insurable income before giving birth or adopting their child. Among these insured mothers, 88.6% received maternity or parental benefits. Overall, over two-thirds (67.9%) of all mothers with a child up to 12 months old received special benefits in 2011.

The proportion of fathers who claimed or intended to claim parental benefits decreased to 29.3% in 2011 from 29.6% in 2010. However, this proportion has nearly doubled since 2005, when 15.0% of fathers claimed or intended to claim parental benefits. This increase is attributed, in part, to the trend in Quebec following the introduction of the QPIP on January 1, 2006. The proportions reported above originate from the EICS and include parents in Quebec receiving benefits from the provincial program.

2.3 Level of EI Maternity and Parental Benefits

The average weekly benefit for maternity benefits continued to rise in 2011/12, reaching \$380 (+2.2%), up from \$371 in 2010/11 and \$360 in 2009/10.

Similarly, the average weekly benefit for parental (biological) benefits rose by 1.8% to \$388 in 2011/12, compared with \$382 in the previous year. The average weekly benefit for adoptive parental claims rose by 2.0% to \$437 in 2011/12. These increases are in line with the increase in average weekly wages and the increase in the MIE from 2010 to 2011.

2.4 Duration of EI Maternity and Parental Benefits

As in previous fiscal years, in 2011/12, parents used almost all of the EI maternity and parental weeks to which they were entitled. Although the vast majority of mothers received the full 15 weeks to which they were entitled, the average duration of maternity benefits remained around 14.6 weeks.

The average duration for parental benefits, as calculated on a per-claim basis, was 29.6 weeks for biological parents and 25.1 weeks for adoptive parents in 2011/12.

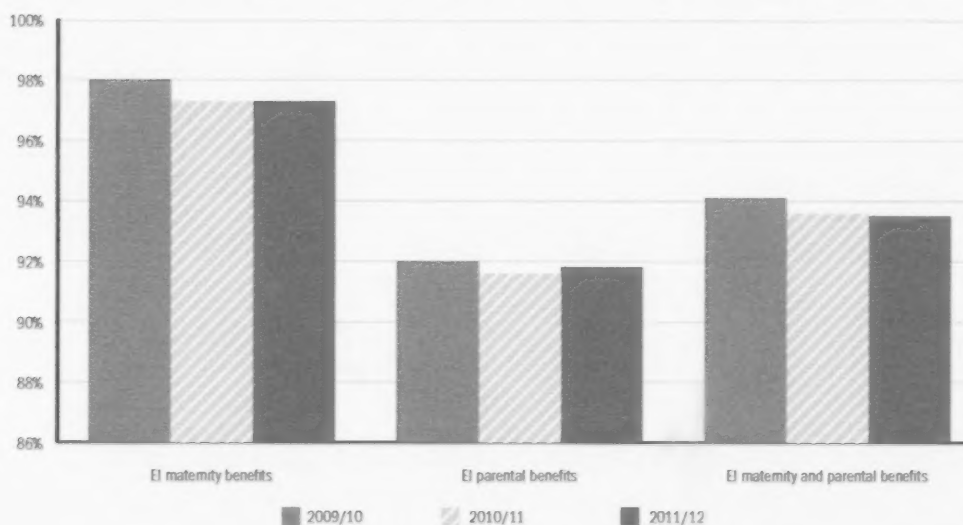
However, the average duration of parental claims can be adjusted to reflect the fact that parents often share the 35 weeks of parental benefits available to them. The average duration of biological parental claims, as calculated on a per-child basis, was 32.1 weeks for parents who decided to share the parental benefits, and this has remained stable over several years.^{95,96}

Claimants who received both maternity and parental benefits used 46.7 weeks, or 93.5% (see Chart 34), of the 50 weeks of maternity and parental benefits available to them on average in 2011/12, a proportion similar to that of the previous year (93.6%).

Low-income claimants receiving maternity and parental benefits as well as the Family Supplement collected an average of 46.4 weeks of maternity and parental benefits, identical to the number of weeks collected by higher-income claimants not receiving

CHART 34

Proportion of Entitlement Used by EI Maternity and Parental Benefits Claimants, 2009/10 to 2011/12



⁹⁵ Data on the duration of parental benefits cover claims that began during the first half of 2011/12 to ensure data are based on completed claims. This analysis also assumes that the same number of men and women share the parental benefits available to them.

⁹⁶ Figures presented in Annex 2.11 and 2.12 are still presented on a per-claim basis to permit year-over-year comparisons.

the Family Supplement. This shows that the level of income does not significantly affect the duration of parental and maternity benefits used.

Similarly, the decision to share parental (biological) benefits has a limited effect on the average duration of the claim, as parents who shared parental benefits used 32.6 weeks of benefits combined, compared with 32.1 weeks used by parents who did not share parental benefits in 2011/12.

The average duration of EI adoptive parental claims was 25.1 weeks per claim in 2011/12. Parents who adopted used 85.2% of the full 35 weeks available to them, on average, up slightly from 84.9% in 2010/11. The average duration and proportion of all weeks used for adoptive parental claims were lower than those for biological parental claims.

3. EI Sickness Benefits

EI provides up to 15 weeks of sickness benefits to help claimants who are unable to work due to a short-term illness, injury or quarantine.

3.1 EI Sickness Benefits, Claims and Benefit Payments

In 2011/12, the number of new sickness claims increased by 3.2% to 331,220 claims. Of these, 107 claims were made by self-employed individuals. Sickness benefits payments rose by 4.8% to \$1.12 billion. Sickness claims from self-employed individuals accounted for \$0.30 million in sickness benefit payments in 2011/12.

Women made 58.2% of EI sickness claims, which was similar to the proportion in previous years. Similarly, older workers represented 23.0% of all EI sickness claims, while they represented only 17.9% of national employment. The proportion of sickness benefits claims made by older workers continues to increase (up from 20.9% in 2009/10 and 21.7% in 2010/11). Older workers were also overrepresented among those who collected the maximum 15 weeks of benefits.

The 55 and older group showed the largest increase in sickness claims (+9.7%) in 2011/12, reflecting the continued increase in employment for workers in this age group and, more generally, the aging of

Canada's population. Claims from those aged 25 to 44 (+1.5%) and those aged 45 to 54 (+3.2%) showed less of an increase in 2011/12.

Six provinces saw an increase in the number of sickness claims in 2011/12, with the sharpest increases in Newfoundland and Labrador (+7.4%) and Prince Edward Island (+5.7%). However, four provinces showed a decrease, with Saskatchewan (-6.0%) and New Brunswick (-1.8%) showing the sharpest decreases.

3.2 Level of EI Sickness Benefits

The average weekly benefit for sickness claims rose by 3.3% to \$353 in 2011/12, compared with \$342 in the previous year. This increase was consistent with the increase in average wages in 2011/12.

3.3 Duration of EI Sickness Benefits

In 2011/12, sickness claimants received benefits for an average of 9.4 weeks, a figure comparable to the average in 2010/11 and representing 62.6% of the maximum entitlement of 15 weeks. In addition, 31.1% of sickness claimants collected the maximum 15 weeks of benefits, which was similar to the proportion in 2010/11 (31.2%).

4. EI Compassionate Care Benefits

The EI program provides six weeks of EI compassionate care benefits (CCB) to persons who have to be away from work temporarily to provide care or support to a family member who is gravely ill with a significant risk of death.

A study⁹⁷ indicated that the majority of employed Canadians had care-giving responsibilities. In 2001, just over one in four (27.8%) employed Canadians cared for elderly dependents, twice as many had childcare responsibilities (54.2%), and one in six (16.8%) had responsibilities for both childcare and eldercare—in other words, they had dual demands at home in addition to the demands of being employed. The study finds that those who have childcare responsibilities alone are under less pressure than those caring for elders (either elders alone or elders in combination with children), although they still face substantive challenges related to the need to balance work and childcare.

⁹⁷ Linda Duxbury, Chris Higgins and Bonnie Schroeder, *Balancing Paid Work and Caregiving Responsibilities: A Closer Look at Family Caregivers in Canada* (Ottawa: Canadian Policy Research Networks, 2003).

4.1 EI Compassionate Care Benefits, Claims and Benefit Payments

In 2011/12, there were 5,975 claims for EI compassionate care benefits, a 0.9% decrease over 2010/11. Compassionate care benefits payments amounted to \$11.0 million in 2011/12, a 0.7% increase from 2010/11.

Women made 74.5% of compassionate care claims. The number of compassionate care claims made by women remained stable, while the number made by men declined (-3.2%). The number of claims made by those aged 55 and older increased significantly (+4.4%) in 2011/12, while those made by people aged 45 to 54 showed a decrease (-1.3%).

4.2 Accessibility to EI Compassionate Care Benefits

To make a compassionate care benefit claim, claimants must indicate their relationship with the family member they are caring for, and provide a medical certificate proving the family member is gravely ill and at significant risk of death. As shown in Table 14, the vast majority (81.5%) of applicants filed for compassionate care benefits to take care of their gravely ill parent or spouse in 2010/11. Individuals applied for compassionate care benefits to take care of a gravely ill child (their own child, the child of a spouse or the child of a common-law partner) in 7.1% of all cases. These proportions were consistent with those reported in 2009/10.

TABLE 14
Relationship of Gravely Ill Person
to Compassionate Care Applicant,
2010/11

Type of Relationship ^a	(%)
Mother or father	57.4
Spouse or partner	24.1
Other	7.3
Child	7.1
Sister or brother	4.0
Total	100.0

In June 2006, a regulatory change broadened the eligibility criteria to allow siblings, grandparents, grandchildren, in-laws, aunts, uncles, nieces, nephews, foster parents, wards and any other individuals considered family members by the gravely ill person—or his or her representative—to be eligible for compassionate care benefits. Administrative data show that the broadened eligibility resulted in additional applications in 2010/11 (the “other” and “sister or brother” categories in Table 14), representing approximately 11.3% of all compassionate care benefit applicants. Since the implementation of the broadened eligibility criteria, both the number and proportion of applicants who fall into these two categories have been increasing every year.

Among the compassionate care benefit applications in 2010/11, 82.8% were deemed eligible for compassionate care benefits, and 76.0% of the eligible compassionate care benefit applications went on to become established and paid.⁹⁹ According to a recent study on compassionate care benefits, the main reasons applicants did not receive compassionate care benefits included; failure to provide a medical certificate, and the fact that the family member was not at significant risk of death.

4.3 Level of EI Compassionate Care Benefits

In 2011/12, the average weekly benefit for compassionate care benefits increased to \$376 (+3.3%). This increase is in line with the increase in average weekly wages and the increase in the MIE from 2010 to 2011.

4.4 Duration of EI Compassionate Care Benefits

On average, claimants used 4.7 weeks of compassionate care benefits or 78.2% of the maximum entitlement of 6 weeks in 2011/12, which is consistent with the previous year. The proportion of compassionate care claimants who used all of their entitlement was 74.0% in 2011/12, slightly lower than the proportion in 2010/11 (75.0%). Although family members can share the 6 weeks of entitlement, 97.7% chose not to do so in 2011/12.

⁹⁹ HRSDC, *Compassionate Care Benefits* (Ottawa: HRSDC, Evaluation Directorate, 2012).

¹⁰⁰ HRSDC, *Compassionate Care Benefits* (Ottawa: HRSDC, Evaluation Directorate, 2012).

According to a recent study,¹⁰⁰ the main reason a claimant does not receive the entire six weeks of benefits is that the care recipient passes away while the claimant is receiving compassionate care benefits. The study also found that those caring for a spouse are more likely to use the entire six-week period than those caring for another type of family member, and those living with the gravely ill care recipient are more likely to use the entire six-week period than those who do not live with the care recipient. Finally, claimants who combine compassionate care benefits with another type of EI benefit are less likely to use the full six weeks available to them than are those who only receive compassionate care benefits.

V. EI WORK-SHARING BENEFITS

1. Recent Legislative Changes

The Work-Sharing program is designed to help employers and workers avoid layoffs when there is a temporary reduction in the normal level of business activity that is beyond the control of the employer. The goal is for all participating employees to return to normal working hours by the end of the term of the Work-Sharing agreement. The program helps employers retain skilled employees and avoid the costs of recruiting and training new employees when business returns to normal levels. It also helps employees maintain their skills and jobs while supplementing their wages with Work-Sharing benefits for the days they are not working.

As discussed in the following subsections, the number of new Work-Sharing agreements, the volume and duration of Work-Sharing claims, and the amount of Work-Sharing benefits paid remained low but still above pre-recession levels in 2011/12. Previously, these figures had increased significantly in 2009/10, attributable to the late-2000s recession and to temporary changes to the Work-Sharing program as part of the Economic Action Plan.

Work-Sharing agreements are signed for a minimum of 6 weeks to a maximum of 26 weeks, with a possible 12-week extension to a total of 38 weeks.

Recognizing the level of uncertainty employers and workers faced during the late-2000s recession, the federal government—through the Economic Action Plan—introduced temporary changes to the Work-Sharing program to mitigate the effects of the recession on workers and employers.

Budget 2009 introduced temporary changes to the program which included extending the duration of agreements by 14 weeks to a maximum of 52 weeks, increasing access to the program through greater flexibility in the qualifying criteria and streamlining processes for employers. Budget 2009 temporary changes were in effect from February 1, 2009, to April 3, 2010.

In recognition of continuing economic uncertainty, Budget 2010 allowed employers with existing or recently terminated agreements to extend their Work-Sharing agreements up to an additional 26 weeks, to a maximum duration of 78 weeks. The greater flexibility in qualifying criteria also remained in place for new Work-Sharing agreements. The Budget 2010 temporary changes were in effect until April 2, 2011.¹⁰¹

To assist employers who continued to face challenges, Budget 2011 announced an additional extension of up to 16 weeks for active or recently terminated Work-Sharing agreements. This temporary measure ended on October 29, 2011. In addition, Budget 2011 announced new policy adjustments to make the Work-Sharing program more flexible and efficient for employers. These new provisions became effective on April 3, 2011, and include a simplified recovery plan, more flexible utilization rules and technical amendments to reduce administrative burden.

Reflecting slower than anticipated global growth during the first half of 2011, the November 2011 Economic and Fiscal Update announced an additional temporary extension of 16 weeks for employers in active, recently terminated or new agreements who still needed support. Budget 2012 re-announced this commitment. This temporary measure ended on October 27, 2012.

¹⁰⁰ HRSDC, *Compassionate Care Benefits* (Ottawa: HRSDC, Evaluation Directorate, 2012).

¹⁰¹ Note that all extensions granted to agreements under these temporary measures must end no later than April 2, 2011.

2. EI Work-Sharing Benefits, Claims and Benefit Payments

Work-Sharing usage and expenditures are countercyclical: they increase during a contraction in the labour market and decline during an expansion.¹⁰² As illustrated in Chart 35, the number of Work-Sharing claims peaked in 2009/10, reaching 127,880 claims as a result of the late-2000 recession. As the recovery took hold, the number of Work-Sharing claims started to decline. In 2011/12, there were 23,755 new Work-Sharing claims established, representing an increase of 12.7% compared to the previous year. Even though Work-Sharing claims have decreased to levels of around 20,000 claims in the last two fiscal years, these volumes remain higher than those recorded before the recession.

Two factors explain the increase in Work-Sharing claim volume in 2011/12. One factor is the new provisions in place to make the Work-Sharing program more flexible and efficient, and the other factor is the fragility of the economic recovery given an uncertain global context. In other words, as a result of the recent recession, the Work-Sharing program has been adapted to give employers the support they need to keep their business afloat in an uncertain economic environment.

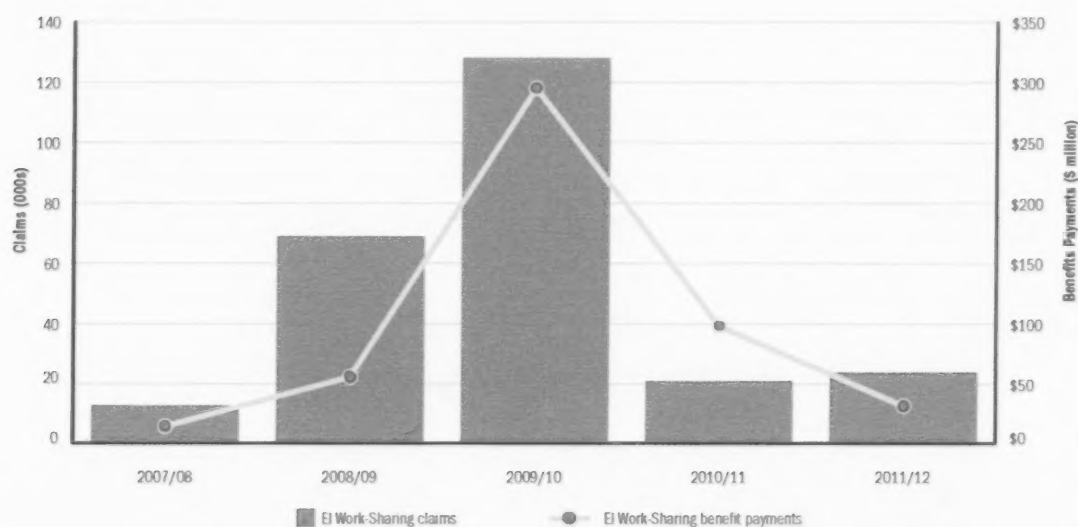
Work-Sharing benefit payments grew substantially during the late-2000s recession. In 2011/12 Work-Sharing benefits amounted to \$31.7 million, a notable decrease from \$98.3 million in 2010/11 and the \$294.7 million peak reached in 2009/10.

The significant amount of Work-Sharing benefits paid in recent years can be explained by the higher volume of claims, as discussed earlier, coupled with the temporary increases in the maximum duration of Work-Sharing agreements introduced as part of the Economic Action Plan. Despite the recent decline in Work-Sharing benefits paid, the amount paid in 2011/12 remained above pre-recession levels. This is consistent with the volume of claims observed for that fiscal year.

The average duration of Work-Sharing claims established in 2010/11 was 13.3 weeks,¹⁰³ a decrease from levels for claims established in 2009/10 (19.3 weeks) and 2008/09 (20.6 weeks). The current average duration is close to the average of 13.1 weeks for claims established in 2007/08, before the recession.

CHART 35

EI Work-Sharing Claims and Benefit Payments, 2007/08 to 2011/12



¹⁰² HRSDC, *Usage of the Work-Sharing Program: 1990/91 to 2011/12* (Ottawa: HRSDC, Evaluation Directorate, 2013).

¹⁰³ Duration of Work-Sharing claims is based on claims established in 2010/11 to ensure all claims were completed.

TABLE 15
EI Work-Sharing Claims and Benefits Paid, 2011/12

	Work-Sharing Claims	Work-Sharing Benefit Payments	Employment Share (2011/12)
Total	23,755	\$31,724,420	17,334,280
Newfoundland and Labrador	0.4%	0.2%	1.3%
Prince Edward Island	0.1%	0.6%	0.4%
Nova Scotia	1.4%	1.2%	2.6%
New Brunswick	0.3%	0.4%	2.0%
Quebec	28.3%	30.1%	22.8%
Ontario	56.2%	52.1%	38.9%
Manitoba	2.5%	3.4%	3.6%
Saskatchewan	0.1%	0.1%	3.0%
Alberta	3.9%	3.4%	12.2%
British Columbia	6.9%	8.5%	13.2%
Gender			
Male	65.3%	72.8%	52.5%
Female	34.7%	27.2%	47.5%
Ages			
Under 25	6.3%	5.4%	14.2%
25 to 44	44.2%	41.1%	43.2%
45 to 54	31.9%	33.5%	24.8%
55 and Older	17.6%	20.0%	17.9%

Source: EI administrative data; Statistics Canada, Labour Force Survey.

3. EI Work-Sharing Claims, by Industry, Province, Gender and Age

The manufacturing industry benefits significantly from the Work-Sharing program. For instance, this industry accounted for 79.3% of EI Work-Sharing claims and 80.9% of EI Work-Sharing benefit payments made in 2011/12.

As illustrated in Table 15, Ontario accounted for over half of Work-Sharing claims and benefits paid in 2011/12, while Quebec accounted for over 25% of Work-Sharing claims and benefits paid. Together, these provinces accounted for 84.5% of the claims and 82.2% of the benefits paid under Work-Sharing. British Columbia and Alberta together accounted for another 10.8% of the Work-Sharing claimants.

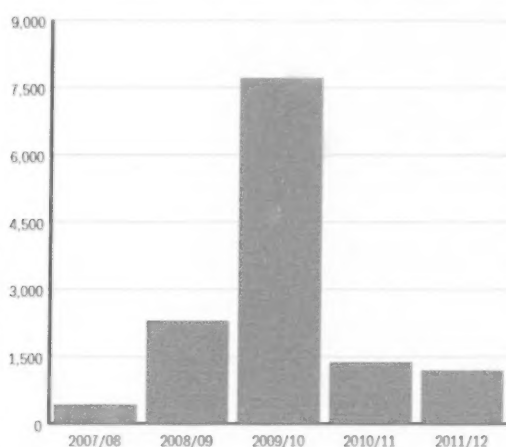
Men and workers aged 45 and over are over-represented among Work-Sharing claimants. The fact that both of these groups are over-represented in the manufacturing industry seem to explain their high participation in the Work-Sharing program.

4. EI Work-Sharing Agreements

4.1 EI Work-Sharing Agreements Overview

As in the case of Work-Sharing claims and benefits paid, Work-Sharing agreements also follow a counter-cyclical pattern. Up until the recent recession, which began in late 2008, the number of new Work-Sharing agreements had remained relatively low (see Chart 36). This changed when the number of agreements increased significantly in comparison to the year before, by multiplying by over five-fold in 2008/09 and over three-fold in 2009/10.

CHART 36
Work-Sharing Agreements, 2007/08 to 2011/12



Source: HRSDC, Common System for Grants and Contributions.

More recently, there were 1,198 Work-Sharing agreements that began in 2011/12, a 13.1% decrease from the 1,379 agreements that commenced the year before.¹⁰⁴ While the number of agreements has decreased significantly from the peak of 7,717 in 2009/10, it remains above pre-recession levels. This is consistent with the higher level of Work-Sharing claims and benefits paid and a direct result of the more flexible and efficient Work-Sharing program and the fragile economic recovery.

4.2 EI Work-Sharing Agreements, by Province, Industry and Enterprise Size

In 2011/12, there were 547 Work-Sharing agreements launched in Ontario and 320 in Quebec, comprising 45.7% and 26.7% of all Work-Sharing agreements,¹⁰⁵ respectively. Together, British Columbia (209 agreements), Alberta (54 agreements) and Manitoba (33 agreements) accounted for 24.7% of all Work-Sharing agreements, while the rest of the provinces accounted for less than 3% of all agreements.

Small and medium-sized enterprises continued to make up the majority of Work-Sharing agreements. In 2011/12, more than three-quarters (77.4%) of established agreements involved small enterprises (fewer than 50 employees). A further 21.3% of agreements established in 2011/12 involved medium-sized enterprises (51 to 499 employees) and only 1.3% of agreements were established with large enterprises (500 or more employees). Despite the large difference in shares, Work-Sharing agreements with large enterprises affect many more employees than do agreements involving small and medium-size enterprises.

Of all Work-Sharing agreements established in 2011/12 (1,198), the manufacturing industry accounted for 727 or 60.7%, compared with a share of 52.5% in 2010/11.¹⁰⁶ As in the case of Work-Sharing claims and benefits paid, Work-Sharing agreements in manufacturing were over-represented among all industries, as manufacturing represented 10.1% of total employment in Canada in 2011/12. In comparison, the professional, scientific and technical services industry represented the second-highest proportion of Work-Sharing agreements, with 97 agreements or 8.1% of all agreements, while representing 7.6% of national employment in 2011/12.

Of the 1,198 Work-Sharing agreements established in 2011/12, a total of 416 were terminated earlier than their scheduled end date, accounting for 34.7% of all agreements (see Chart 37). Of the 416 agreements that ended earlier than anticipated, 88.2% concluded because the firm returned to a normal level of employment.¹⁰⁷

The proportion of Work-Sharing agreements that ended ahead of schedule in 2011/12 (34.7%) was lower than the corresponding proportion in 2010/11 (36.3%) and the peak proportion in 2009/10 (54.0%).¹⁰⁸ This recent decrease is in line with the conclusion of recent temporary measures that extended the maximum duration of Work-Sharing agreements.

¹⁰⁴ Data on Work-Sharing Agreements were taken from the Common System for Grants and Contributions.

¹⁰⁵ Small-sized enterprises are defined as those that employ 1 to 50 employees. Medium-sized enterprises employ between 51 and 499 employees. Large-sized enterprises employ 500 employees or more. The categories for the size of enterprises reflect those found in *Employment, Earnings and Hours*, a Statistics Canada publication.

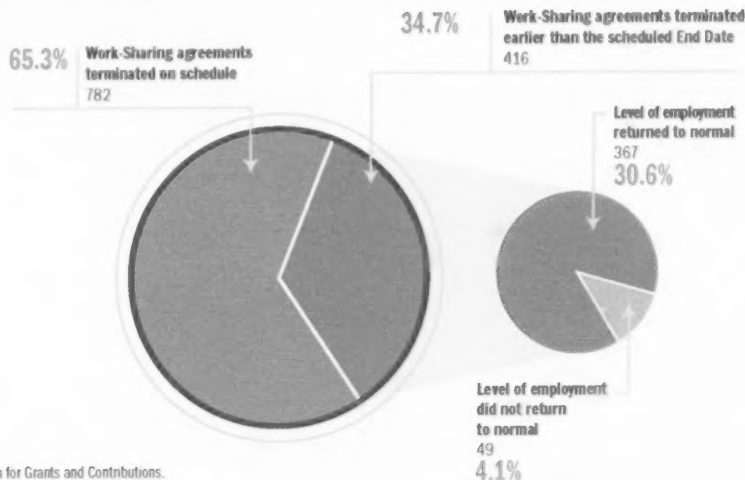
¹⁰⁶ Data on agreements by industry differ from last year, due to some differences in the classification of industries.

¹⁰⁷ Data on business recovery are obtained only at the end of a Work-Sharing agreement, and there are no further follow-ups.

¹⁰⁸ Given slight adjustments to methodologies and definitions used to identify early termination of agreements, the numbers reported in this report differ slightly from those reported in the 2012 EI Monitoring and Assessment Report.

CHART 37

El Work-Sharing Agreements, by Early Termination, 2011/12



Source: HRSDC, Common System for Grants and Contributions.

VI. EI INCOME BENEFITS AND FIRMS

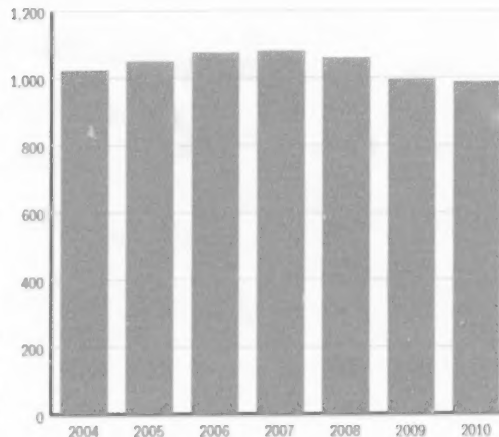
1. Firms and EI Income Benefits

In 2010, 986,650 firms¹⁰⁹ operated in Canada, which was a 1.0% decrease from the number of firms in 2009.¹¹⁰ From 2005 to 2007, the number of firms operating in Canada increased each year, peaking in 2007. As shown in Chart 38 below, from the peak in 2007, the number of firms had decreased by a cumulative total of 8.8%, or 95,100 firms, by 2010.

The proportion of firms with an employee receiving EI income benefits decreased by 1.9 percentage points in 2010, to 31.9% of all firms.¹¹¹ Table 16 on the firm's utilization (i.e., usage by their employees) of EI income benefits shows that from 2005 to 2007, prior to the recession of the late-2000s, the proportion of firms with employees receiving EI income benefits decreased; in 2008 and 2009, during the recession, this proportion increased. This rise was

CHART 38

Number of Firms in Canada (000s), 2004 to 2010



Sources: HRSDC and CRA administrative data.

¹⁰⁹ A firm is an organization that has a Payroll Deduction Account Number at the nine-digit level assigned by the Canada Revenue Agency (CRA), and has at least one employee with employment income, as indicated on a T-4 form. This definition includes public and private sector enterprises, as well as small businesses, fishers and a portion of the self-employed. Note that this definition includes some firms that did not contribute EI premiums.

¹¹⁰ The data source for this firm analysis is EI and CRA administrative data. The 2009 and 2010 CRA data is subject to change.

¹¹¹ EI income benefits include regular benefits, special benefits, Work-Sharing benefits and fishing benefits, as well as EBSM participants (Self-Employment, Job Creation Partnerships, and Skills Development) under Part I of the EI program.

TABLE 16

Utilization of EI Income Benefits, by Firm and within Firms

	2004	2005	2006	2007	2008	2009	2010
Number of Firms with Employees Receiving EI Income Benefits (000s)	332.6	329.4	320.6	317.2	326.6	336.7	314.8
% of Firms with Employees Receiving EI Income Benefits	32.5%	31.3%	29.8%	29.3%	30.8%	33.8%	31.9%
Within Firms with EI Income Benefits, % of Workers Receiving EI Income Benefits	12.8%	12.5%	11.9%	11.5%	12.7%	14.8%	11.9%
% of All Workers Employed by Firms with Employees Receiving EI Income Benefits	86.4%	85.9%	85.3%	85.3%	86.2%	87.7%	86.9%
% of All EI Premiums Paid by Firms with Employees Receiving EI Income Benefits	90.8%	90.5%	89.9%	89.8%	90.7%	92.0%	91.1%

Source: EI and CRA administrative data

largely driven by the utilization of EI regular benefits. The proportion of firms that had a employee in receipt of EI regular benefits was 27.2% in 2010, compared with 29.3% in 2009. There were 268,100 firms that had at least one employee receiving EI regular benefits, or 85.2% of the 314,800 firms that had an employee in receipt of EI income benefits. There were 143,400 firms that had at least one employee who collected EI special benefits in 2010, or 14.5% of all firms in operation. While this percentage went up slightly (to 15.0%) in 2009, this percentage has remained relatively stable since 2004.

Firms with employees receiving EI income benefits accounted for 86.9% of total employment and these firms and their employees paid 91.1% of all EI premiums. The percentage of workers employed by firms with employees who were in receipt of EI income benefits, as well as the proportion of EI premiums paid by these firms increased during the late-2000s recession and has remained above pre-recession levels.

In addition, as illustrated in Table 16, within firms with employees receiving EI income benefits, 11.9% of workers¹¹² received EI income benefits in 2010, a decrease of 2.9 percentage points from the previous year. Similarly, within firms with employees who received EI regular benefits, 9.5% of workers received EI regular benefits — a decrease of

2.2 percentage points since 2009. Within firms with employees receiving EI special benefits, 3.8% collected EI special benefits in 2010. Only 41,200 firms in Canada, or 4.2%, had employees who accessed the EI program exclusively for EI special benefits.

These findings point to the fact that there were fewer firms in 2010 and that firms laid off a smaller proportion of their employees in 2010 than they did during the late-2000s recession. These factors may have contributed to the decrease in utilization of EI income benefits by employers in 2010. Further analysis of the profile of firms and their EI utilization in 2011 will be included in upcoming *EI Monitoring and Assessment Report(s)*.

2. Firms and EI Regular Benefits

Employers' utilization of EI income benefits in 2010 can also be examined in more detail based on the geographic location by province or territory, on the size and industry of their firms. Analysis in this section examines EI regular benefits, as they typically account for approximately three quarters of EI income benefits paid (75.5% in 2011/12) and are paid to individuals who have lost their job through no fault of their own, rather than EI special benefits, which are paid to individuals in association with life events, such as the birth or adoption of a child.

¹¹² The number of workers in a firm is the number of individuals paid employment income by that firm, as indicated on a T-4 form. The number of workers is adjusted so that each individual in the labour force is only counted once and individuals who work for more than one firm are taken into account. For example, if an employee worked full time for six months at two firms at the same wage, then he or she was recorded as 0.5 employees at the first firm and 0.5 employees at the second firm.

TABLE 17
Firms and Labour Force, by Province

Province*	Distribution of Labour Force January 2010	Distribution of Firms	Labour Force-Firms
Newfoundland and Labrador	1.3%	1.5%	-0.2%
Prince Edward Island	0.4%	0.5%	-0.1%
Nova Scotia	2.7%	2.6%	0.1%
New Brunswick	2.1%	2.3%	-0.1%
Quebec	22.8%	21.3%	1.5%
Ontario	39.1%	35.1%	4.0%
Manitoba	3.5%	3.2%	0.3%
Saskatchewan	3.0%	3.4%	-0.4%
Alberta	11.8%	14.3%	-2.5%
British Columbia	13.3%	15.8%	-2.5%
Canada	100.0%	100.0%	0.0%

*Excludes firms in Yukon, the Northwest Territories, Nunavut, and Outside Canada.

Sources: EI and CRA administrative data.

2.1 Firms and EI Regular Benefits, by Firm Location

2.1.1 Firms, by Firm Location

Table 17 shows that 86.5% of firms in Canada were located¹¹³ in Ontario, Quebec, British Columbia or Alberta in 2010. Comparing the provincial distribution of firms to that of the labour force,¹¹⁴ British Columbia and Alberta are overrepresented in their number of firms, while Ontario and Quebec are underrepresented. All other locations have approximately equal proportions of firms and members of the labour force.

With the exception of firms with headquarters outside of Canada, the number of firms in all provinces and territories (P/Ts) decreased between 2007 and 2010. The P/Ts with decreases in the number of firms less than the national average (8.8%) were Ontario (-7.2%), Saskatchewan (-7.4%), Manitoba (-7.9%) and Yukon (-8.4%).

2.1.2 Firms and EI Regular Benefits, by Firm Location

Table 18 indicates that over half the firms in Prince Edward Island (53.5%), Newfoundland and Labrador (53.3%), and Nunavut (51.7%) had employees who received EI regular benefits in 2010. In contrast, the national proportion of firms with employees receiving EI regular benefits was 27.2%. Alberta and Saskatchewan, the provinces with the lowest proportion of firms with EI employees receiving EI regular benefits, had proportions of 16.0% and 19.6%, respectively.

Within firms with employees in receipt of EI regular benefits, Prince Edward Island (27.5%) and Newfoundland and Labrador (27.3%) had the highest percentages of workers receiving EI regular benefits, approximately three times the national average of 9.5%. New Brunswick, where 20.1% of workers who were in receipt of EI regular benefits, was also well above the national average. Firms in Ontario had the lowest proportion of workers who received EI regular benefits, at 7.0%, followed by the Prairie provinces; these were the only four provinces below the national average.

¹¹³ A firm's province is determined by the location of the firm's headquarters.

¹¹⁴ The seasonally unadjusted distribution of the labour force in January 2010, as per Statistics Canada's CANSIM Table 282-0087, is used for this comparison. CANSIM Table 282-0087 includes data on the size of the labour force in each province but does not include equivalent data for the territories. Therefore, this comparison is restricted to the provinces.

TABLE 18

Firms and EI Regular Benefits, by Province and Territory

Province and Territory	% of Firms with Employees Receiving EI Regular Benefits	Within Firms With EI Regular Benefits, % of Workers Receiving EI Regular Benefits	Distribution of EI Claimants	Distribution of Workers	% EI Claimants-% Workers
Newfoundland and Labrador	53.3%	27.3%	3.5%	1.2%	2.4%
Prince Edward Island	53.5%	27.5%	1.0%	0.3%	0.6%
Nova Scotia	44.8%	13.2%	4.4%	3.0%	1.5%
New Brunswick	48.5%	20.1%	4.6%	2.0%	2.5%
Quebec	40.1%	12.6%	30.6%	22.3%	8.3%
Ontario	22.5%	7.0%	31.5%	42.2%	10.6%
Manitoba	22.8%	7.7%	2.6%	3.4%	-0.8%
Saskatchewan	19.6%	8.0%	1.8%	2.5%	-0.7%
Alberta	16.0%	7.8%	8.5%	11.0%	-2.5%
British Columbia	23.4%	9.6%	10.6%	11.3%	-0.8%
Yukon	31.2%	11.1%	0.1%	0.1%	0.0%
Northwest Territories	38.0%	10.1%	0.2%	0.2%	0.0%
Nunavut	51.7%	11.2%	0.1%	0.1%	0.0%
Outside Canada	23.9%	9.4%	0.4%	0.4%	0.0%
Canada	27.2%	9.5%	100.0%	100.0%	0.0%

*The location of EI claimants and workers is based on the location of the firm's headquarters.
Sources: EI and CRA administrative data.

Comparing the distribution of employment and EI regular claims by P/T indicates that individuals employed by firms in Quebec, New Brunswick, Newfoundland and Labrador and Nova Scotia were the most overrepresented in terms of EI regular claimants. Individuals employed by firms in Ontario had the greatest degree of underrepresentation among EI regular claimants by a very large margin, followed by employees of firms in Alberta. Individuals working for firms in all other P/Ts had approximately proportional representation among EI regular claimants.

2.2 Firms and EI Regular Benefits, by Firm Size

Consistent with the distribution of firm size¹¹⁵ in 2009, small-sized firms represented 90.2% of all firms in Canada in 2010. The remainder of firms were small-to-medium-sized firms (8.0%), medium-to-large sized firms (1.5%) and large-sized firms (0.3%).

Table 19 indicates that workers in small firms and small-to-medium-sized firms are overrepresented among EI claimants, while workers in medium-to-large-size firms and large firms are underrepresented among EI claimants. For example, while small-sized firms represented 18.1% of workers in 2010, they accounted for 30.7% of EI regular claimants. While large firms represented 46.5% of workers, they accounted for 30.0% of EI regular claimants. This is similar to the results found in last year's report, which analyzed EI income benefits.

¹¹⁵ The categories of firm size reflect those found in *Business Dynamics in Canada*, a Statistics Canada publication. Small-sized firms are defined as those that employ 1 to 19 employees. Small-to-medium-sized firms employ 20 to 99 employees. Medium-to-large sized firms employ 100 to 499 employees. Large-sized firms employ 500 employees or more.

TABLE 19

Firms and EI Regular Benefits, by Firm Size

Firm Size	% of Firms with Employees Paid EI Regular Benefits	Within Firms with EI Regular Benefits Paid, % of Workers Paid EI Regular Benefits	Distribution of EI Claimants	Distribution of Workers	% EI Claimants- % Workers
Small	22.0%	36.0%	30.7%	18.1%	12.6%
Small - Medium	70.8%	13.1%	23.3%	18.7%	4.6%
Medium - Large	92.9%	8.0%	16.1%	16.7%	-0.6%
Large	98.9%	5.1%	30.0%	46.5%	-16.5%
Total	27.2%	9.5%	100.0%	100.0%	0.0%

Source: EI and CRA administrative data.

These findings can be explained by an analysis of EI utilization of EI regular benefits both across and within firms by firm size category. First, EI regular benefits were received by employees of 22.0% of small-sized firms in 2010. By comparison, 70.8% and 92.9% of small-to-medium-sized and and 92.9% of medium-to-large-sized firms had employees who received EI regular benefits, respectively. Further analysis of EI utilization from the perspective of firms will be included in future *Monitoring and Assessment Report(s)*.

Second, among firms with employees who were in receipt of EI regular benefits, roughly one-third of employees (36.0%) in small firms received EI regular benefits. Small-to-medium sized firms also recorded figures above the national average, with 13.1% of employees receiving EI regular benefits. Although almost all large firms had employees in receipt of EI regular benefits in 2010, 5.1% of workers in these firms received EI regular benefits. While this trend reflects the mathematical law of small numbers in the case of analyzing small-sized firms, it points to a useful measure of EI regular benefit utilization with regards to large firms.

Overall, this analysis of the utilization of EI regular benefits by firm size suggests that various factors contribute to the overrepresentation of both small and large firms among firms with EI regular claimants. In the case of smaller firms, it may be due to the fact that fewer small firms utilized EI regular benefits; however, given their smaller size, it is more likely that a higher proportion of their employees will

be in receipt of EI regular benefits. At the opposite end of the spectrum, there is a higher probability that large firms will have employees that are in receipt of EI regular benefits, but they will represent a smaller percentage of their employees.

2.3 Firms and EI Regular Benefits, by Industry

As shown in Table 20, only one industry, public administration, had over half of its firms (66.7%) employed an individual who received EI regular benefits. The industries with the next highest proportions of firms employing individuals in receipt of EI regular benefits were manufacturing and construction, at 44.9% and 41.8%, respectively. Firms in public administration tend to be very large, which may explain the high proportion of firms in this industry with employees in receipt of EI regular benefits. The industries with the lowest percentages of firms with employees receiving EI regular benefits were management of companies and enterprises (11.5%), professional, scientific and technical services (12.8%), and finance and insurance (13.7%).

Within firms with employees who received EI regular benefits, agricultural, forestry, fishing and hunting (33.0%), and construction (29.1%) were the industries with the greatest percentage of workers in receipt of EI regular benefits. By comparison, no other industry had more than 14% of their employees in receipt of EI regular benefits. At the other end of the spectrum, only 2.9% of the employees in the finance and insurance industry were in receipt of EI regular benefits.

TABLE 20
Firms and EI Regular Benefits, by Industry

Industry	% of Firms with Employees Receiving EI Regular Benefits	Within Firms With EI Regular Benefits, % of Workers Receiving EI Regular Benefits	Distribution of EI Claimants	Distribution of Workers	% EI Claimants-% Workers
Accommodation and Food Services	36.9%	8.8%	5.5%	7.1%	-1.7%
Administrative and Support, Waste Management and Remediation Services	34.5%	11.4%	7.0%	5.6%	1.4%
Agriculture, Forestry, Fishing and Hunting	33.8%	33.0%	5.2%	1.8%	3.4%
Arts, Entertainment and Recreation	36.3%	13.7%	2.6%	1.7%	0.8%
Construction	41.8%	29.1%	19.4%	6.3%	13.1%
Educational Services	33.9%	9.7%	9.3%	7.7%	1.6%
Finance and Insurance	13.7%	2.9%	1.3%	4.0%	-2.8%
Health Care and Social Assistance	21.0%	4.2%	4.1%	9.3%	-5.2%
Information and Culture	22.7%	4.6%	1.0%	2.0%	-1.0%
Management of Companies and Enterprises	11.5%	9.1%	0.4%	0.6%	-0.2%
Manufacturing	44.9%	11.0%	12.6%	10.0%	2.6%
Mining	21.7%	9.8%	1.5%	1.3%	0.2%
Professional, Scientific and Technical Services	12.8%	8.0%	4.0%	5.7%	-1.7%
Public Administration	66.7%	4.8%	5.5%	9.0%	-3.5%
Real Estate and Rental and Leasing	15.3%	9.9%	1.3%	1.7%	-0.3%
Trade	29.5%	6.1%	10.6%	17.0%	-6.4%
Transportation and Warehousing	25.7%	10.3%	4.7%	4.1%	0.6%
Utilities	34.7%	4.0%	0.4%	0.7%	-0.4%
Other Services (except Public Administration)	18.0%	12.6%	3.7%	4.1%	-0.4%
Total	27.2%	9.5%	100.0%	100.0%	0.0%

* EI claimants and workers are based on the location of the firm's headquarters

** Trade includes Wholesale Trade and Retail Trade.

Sources: EI and CRA administrative data.

A comparison of the distributions of EI regular claimants and employment reveals that employees working for firms in the construction industry were highly overrepresented among EI regular claimants. The industries with the next largest overrepresentation were agriculture, forestry, fishing and hunting; manufacturing; and educational services. Seasonal industries and industries particularly affected by the

recession, such as manufacturing, were the most overrepresented among EI regular claimants in 2010. On the other hand, employees working in health care and social assistance and public administration were the most underrepresented among EI regular claimants.

Overall, the administrative data show that not all employers within an industry utilized EI regular

benefits. Depending on the industry and the impact of the late-2000s recession on the industry, the extent to which firms had employees in receipt of EI regular benefits, as well as the extent to which these employers laid off employees within the firm, varied in 2010.

3. Firms and Benefits-to-Contributions Ratios

The EI premiums paid by a firm and its employees can be compared with the EI income benefits received by the employees of the firm to identify firms that are net contributors to the EI program (EI premiums paid are greater than EI income benefits) or net beneficiaries of the EI program (EI premiums paid are less than EI income benefits).¹¹⁵

In 2010, approximately three-quarters (74.4%) of firms operating in Canada had B/C ratios less than 1, indicating that they were net contributors to the EI program, with the amount of EI premiums paid by the firm and their employees outweighing the amount of EI income benefits received by the employees. 61.4% of firms had no employees who received EI income benefits in 2010 and another 13.0% of firms had at least one employee who was in receipt of EI income benefits, but still had a B/C ratio below 1.

TABLE 21
Firms and Benefits-to-Contributions Ratios, by Province and Territory

Province and Territory	% Distribution of Benefits-to-Contributions Ratios						
	0.00	0.01-0.99	1.00-9.99	≥ 10.00	Total	< 1	≥ 1
Newfoundland and Labrador	36.3%	8.7%	32.4%	22.6%	100.0%	45.0%	55.0%
Prince Edward Island	35.9%	8.2%	33.3%	22.7%	100.0%	44.1%	55.9%
Nova Scotia	43.8%	12.6%	28.7%	14.9%	100.0%	56.4%	43.6%
New Brunswick	40.3%	11.1%	29.8%	18.8%	100.0%	51.3%	48.7%
Quebec	49.7%	14.0%	27.6%	8.6%	100.0%	63.7%	36.3%
Ontario	65.4%	13.5%	18.2%	3.0%	100.0%	78.8%	21.2%
Manitoba	64.0%	15.8%	17.9%	2.3%	100.0%	79.8%	20.2%
Saskatchewan	67.7%	13.0%	16.4%	2.8%	100.0%	80.7%	19.3%
Alberta	73.3%	11.5%	13.6%	1.6%	100.0%	84.8%	15.2%
British Columbia	64.8%	12.5%	19.4%	3.3%	100.0%	77.3%	22.7%
Yukon	54.1%	11.9%	28.9%	5.2%	100.0%	66.0%	34.0%
Northwest Territories	45.8%	18.9%	32.8%	2.5%	100.0%	64.7%	35.3%
Nunavut	31.8%	19.6%	44.7%	3.9%	100.0%	51.4%	48.6%
Outside Canada	63.8%	16.3%	16.3%	3.6%	100.0%	80.2%	19.8%
Canada	61.4%	13.0%	20.5%	5.1%	100.0%	74.4%	25.6%

Sources: EI and CRA administrative data.

¹¹⁵ The comparison is based on EI premiums paid with respect to employment in the 2010 calendar year versus EI income benefits paid during the 2010 calendar year, regardless of the year in which a claim for EI income benefits commenced. The focus of this analysis was EI income benefits in order to be consistent with the analysis of benefits-to-contributions ratios in other sections of this *Monitoring and Assessment Report*.

Of the firms that were net beneficiaries of the EI program, 20.5% had B/C ratios between 1 and 10 and 5.1% had very high B/C ratios of 10 or greater. In the latter group, the average number of workers per firm was approximately equal to the number of EI claims submitted by employees of the firm. This suggests that the firm may have ceased operations or that all of the firm's workers were laid off for a period of time during 2010 and received EI regular benefits.

3.1 Firms and Benefits-to-Contributions Ratios, by Firm Location

Analysis of B/C ratios also indicates that there is a strong association between a firm's location and its status as a net contributor or net beneficiary of the EI program in 2010. As shown in Table 21, firms located in Atlantic Canada, Quebec and the territories were more likely to be net beneficiaries, while firms in Ontario, the Prairies and British Columbia were more likely to be net contributors. In Prince Edward Island and Newfoundland and Labrador, over half of firms were net beneficiaries of the EI program, with 55.9% and 55.0% of firms respectively having B/C ratios greater than 1.

Overall, this analysis shows that, in 2010, there was a high concentration of utilization within a small number of firms, and that this is the pattern across all geographic locations. Further analysis of patterns

in B/C ratios will be included in future *EI Monitoring and Assessment Report(s)*.

3.2 Firms and Benefits-to-Contributions Ratios, by Firm Size

As shown in Table 22, large firms and small firms both had higher proportions of net contributors than the national average of 74.4%, at 79.3% and 75.6%, respectively. Mid-size firms, made up of small-to-medium-sized firms and medium-to-large-sized firms had lower proportions of net contributors, and therefore higher proportions of net beneficiaries, than the national average.

In 2010, the largest relative beneficiaries of the EI program, based on B/C ratios of 10 or greater, were most likely to be small firms. Among small firms, 5.6% had B/C ratios of at least 10. Combined with the lower-than-average proportion of small firms that were net beneficiaries of the EI program, this suggests that while small firms are less likely to be net beneficiaries of the EI program, if they are net beneficiaries, they benefit to a greater extent. All other firm sizes had less than 1% of their firms post B/C ratios of 10 or more.

This analysis suggests that, similar to the analysis of the previous two indicators by firm sizes, there is a distinct pattern across firm sizes. The smaller the firm, the less likely that the firm will have employees

TABLE 22
Firms and Benefits-to-Contributions Ratios, by Firm Size

Firm Size	% Distribution of Benefits-to-Contributions Ratios						
	0.00	0.01-0.99	1.00-9.99	≥ 10.00	Total	< 1	≥ 1
Small	67.1%	8.5%	18.8%	5.6%	100.0%	75.6%	24.4%
Small - Medium	10.3%	51.1%	37.7%	0.9%	100.0%	61.4%	38.6%
Medium - Large	1.5%	67.8%	29.9%	0.7%	100.0%	69.3%	30.7%
Large	0.4%	78.9%	20.3%	0.4%	100.0%	79.3%	20.7%
Total	61.4%	13.0%	20.5%	5.1%	100.0%	74.4%	25.6%

Sourced: EI and CRA administrative data.

TABLE 23

Firms and Benefits-to-Contributions Ratios, by Firm Industry

Industry	% Distribution of Benefits-to-Contributions Ratios						
	0.00	0.01-0.99	1.00-9.99	≥10.00	Total	< 1	≥ 1
Accommodation and Food Services	45.0%	21.0%	26.5%	7.4%	100.0%	66.1%	33.9%
Administrative and Support, Waste Management and Remediation Services	54.3%	12.4%	26.7%	6.5%	100.0%	66.8%	33.2%
Agriculture, Forestry, Fishing and Hunting	58.7%	5.0%	19.8%	16.4%	100.0%	63.8%	36.2%
Arts, Entertainment and Recreation	55.2%	9.8%	27.7%	7.3%	100.0%	65.0%	35.0%
Construction	47.6%	11.6%	32.3%	8.5%	100.0%	59.2%	40.8%
Educational Services	55.8%	18.9%	22.8%	2.5%	100.0%	74.7%	25.3%
Finance and Insurance	77.0%	11.8%	9.7%	1.6%	100.0%	88.8%	11.2%
Health Care and Social Assistance	64.7%	14.9%	18.6%	1.8%	100.0%	79.7%	20.3%
Information and Culture	67.3%	15.6%	14.3%	2.7%	100.0%	82.9%	17.1%
Management of Companies and Enterprises	82.5%	7.6%	8.6%	1.4%	100.0%	90.0%	10.0%
Manufacturing	39.2%	23.5%	31.9%	5.4%	100.0%	62.7%	37.3%
Mining	69.8%	12.7%	15.0%	2.5%	100.0%	82.5%	17.5%
Professional, Scientific and Technical Services	79.2%	8.2%	10.4%	2.2%	100.0%	87.4%	12.6%
Public Administration	23.4%	33.4%	38.8%	4.3%	100.0%	56.9%	43.1%
Real Estate and Rental and Leasing	76.7%	8.1%	12.2%	3.0%	100.0%	84.8%	15.2%
Trade	56.1%	18.4%	21.4%	4.0%	100.0%	74.5%	25.5%
Transportation and Warehousing	65.5%	10.4%	19.0%	5.1%	100.0%	75.9%	24.1%
Utilities	51.6%	28.6%	15.9%	4.0%	100.0%	80.2%	19.8%
Other Services (Except Public Administration)	70.6%	9.5%	15.9%	3.9%	100.0%	80.1%	19.9%
Total	61.4%	13.0%	20.5%	5.1%	100.0%	74.4%	25.6%

* Trade includes Wholesale Trade and Retail Trade.

Sources: EI and CRA administrative data.

who are in receipt of EI income benefits; however, smaller firms with employees who received regular benefits are more likely to have a larger percentage of their employees in receipt of EI income benefits and are more likely to be net beneficiaries of the EI program. Trends in B/C ratios are influenced not only by the number of claims but also by the duration of EI benefits and wage levels. Further analysis of patterns in B/C ratios will be included in future *Monitoring and Assessment Report(s)*.

3.3 Firms and Benefits-to-Contributions Ratios, by Industry

On an industrial basis, firms in public administration and construction were most likely to be net beneficiaries of the EI program, at 43.1% and 40.8%, respectively. In comparison, the last two columns in Table 23 point to the fact that 90.0% of firms in the management of companies and enterprises industry were net contributors to the EI program and only 10.0% were net beneficiaries in 2010.

Given a national average of 5.1% of firms with B/C ratios of at least 10, the agriculture, forestry, fishing and hunting industry has the greatest proportion of B/C ratios of at least 10. The industry with the second greatest proportion of high B/C ratios was construction, at 8.5%. Industries with small percentages of firms with B/C ratios of at least 10 include management of companies and enterprises, finance and insurance and health care, and social assistance, all with less than 2% of firms with B/C ratios of 10 or greater.

Overall, these findings seem to suggest that there is variation in the B/C ratios across firms within industries. For instance, over half of the firms in construction are net contributors—to the point of having a zero B/C ratio—and the remainder are net beneficiaries. Moreover, the analysis points to a high concentration of utilization among a small number of firms that have a B/C ratio of 10 or more in construction. The fact that a large number of net contributors seems to coexist with a concentration of net beneficiaries with B/C ratios over 10 is found not only across all industries, but also across all geographic locations and firm sizes. It should be noted that trends in B/C ratios are influenced not only by the number of claims but also by the duration of EI benefits and wage levels. Further analysis of patterns in B/C ratios will be included in future EI *Monitoring and Assessment Report(s)*.

VII. EI FINANCES

The EI program is financed entirely by contributions from employees and employers, via premiums paid on insured earnings up to the maximum insurable earnings threshold (MIE). Under the *Employment Insurance Act*, the MIE is indexed annually based on the average industrial earnings published by Statistics Canada. The MIE also represents the maximum amount considered in applications for EI benefits. The EI program is based on the principle of universal coverage of all employees in insurable employment, which helps ensure that premiums remain low and relatively stable over time.

Employee premiums apply to every \$100 of insurable earnings, up to the MIE. Employers pay premiums that are 1.4 times those of employees. Employee premiums increased in 2012 to \$1.83 per \$100 of insurable earnings, from \$1.78 in 2011 and \$1.73 in both 2009 and 2010. Accordingly, employer premiums increased in 2012 to \$2.56 per \$100 of insurable earnings, increasing from \$2.49 in 2011.¹¹⁷

According to the 2012 Public Accounts of Canada, in 2011/12, EI expenditures (\$19.677 billion) exceeded EI revenues (\$19.009 billion) and additional funding from the Government of Canada (\$0.118 billion) by \$0.551 billion. The cumulative deficit in the EI Operating Account was reported to be \$7.948 billion as of March 31, 2012. Annex 5 summarizes EI expenditures and revenues, as credited to the EI Operating Account and consistent with the financial statements in the Public Accounts of Canada.

¹¹⁷ Canada Employment Insurance Financing Board (CEIFB). 2013 *Employment Insurance Premium Rate Report of the Canadian Employment Insurance Financing Board of Directors* (Ottawa: CEIFB, September 2012).

CHAPTER 3

IMPACTS AND EFFECTIVENESS OF EMPLOYMENT BENEFITS AND SUPPORT MEASURES (EBSMS—EI PART II)

Activities delivered under Part II of the Employment Insurance Act help Canadians to prepare for, find and maintain employment. These activities include Employment Benefits and Support Measures (EBSMs), pan-Canadian programming and functions of the National Employment Service (NES).

This chapter provides information on the programming delivered under Part II of the *Employment Insurance (EI)* Act during 2011/12. Section I provides a national overview of EBSM-similar programming delivered by provincial and territorial governments (P/Ts) under Labour Market Development Agreements (LMDAs) with the Government of Canada. This analysis also includes clients supported by Part II funding through Aboriginal Skills and Employment Training Strategy (ASETS) agreement holders. Section II summarizes individual P/T employment programming activities in the context of each jurisdiction's labour market conditions and employment priorities. New to this chapter this year, section III summarizes the first annual national quantitative analysis of the medium-term net impacts and outcomes of EBSMs. Section IV focuses on HRSDC's delivery of pan-Canadian activities that are not included in the LMDAs, as well as the administration of certain NES functions.

Notes to Reader

- i. The data used to analyze EBSM activities were collected from provinces, territories and ASETS agreement holders. Accordingly, the data were processed through several systems using a variety of sources. Governments continue to improve data quality and collection to ensure accurate, reliable and consistent information. While all data sets are verified before publication, systems and operational changes may affect the comparability of data from year to year. These instances are noted, where applicable.
- ii. Throughout this chapter, the 2007/08 fiscal year is used as the reference period for pre-recession comparisons. References to average levels of activity, historic averages, and highs and lows use the 10-year period from 2002/03 to 2011/12 as a frame of reference.
- iii. Statistics Canada's Labour Force Survey is the source of labour market data reported herein. Data for Canada and the provinces are fiscal-year averages, calculated using unadjusted data, while monthly references are seasonally adjusted. Data for the Northwest Territories, Yukon and Nunavut are calculated using four points of three-month moving average data. In discussions of employment trends by industry, standard industry titles are taken from the North American Industry Classification System (NAICS).

I. NATIONAL OVERVIEW

In 2011/12, EBSM-similar programming activity (clients served, interventions and expenditures, as well as key performance indicators) declined in most parts of the country, returning to levels at or near those reached in 2007/08, before the late 2000's recession. These declines are attributed to a combination of two factors: the return to more positive labour market conditions and the end of Economic Action Plan funding.

Labour Market Conditions

In many parts of the country, 2011/12 saw continued improvement in labour market conditions, with average national employment growth of 1.3%. Stronger labour markets generally reduce the demand for training, particularly for active claimants with stronger labour market attachment. These individuals are more likely to be close to job ready and therefore are more apt to take advantage of emerging employment opportunities or seek quick Employment Assistance Services (EAS) interventions, rather than opting for longer term Employment Benefits activities.

Economic Action Plan Funding

In response to the economic downturn that began in 2008, the Government of Canada announced its Economic Action Plan (EAP), which included measures to temporarily support unemployed workers. As part of the EAP the government invested an additional \$500 million in each of two fiscal years—2009/10 and 2010/11—to augment regular LMMA funding. P/Ts used these funds, which amounted to a 24% increase in regular LMMA funds over the two fiscal years, to address the rising demand for employment programming prompted by the downturn. In 2011/12, LMMA allocations returned to their regular level.

This year, P/Ts and Aboriginal organizations helped 646,295 clients to prepare for, obtain and maintain employment. As could be expected, given stronger labour market conditions and the return to regular funding levels, this total represented a decrease of 14.5% compared with 2010/11. At the same time, it was substantially higher than the number of clients served in 2007/08 (612,622), before the EAP. These clients participated in 962,673 interventions, which was 18.1% lower than the total in 2010/11 but still comparable to activity in 2007/08. While the mix of

Employment Benefits and EAS interventions was unchanged year over year, the EAS share of total interventions was significantly higher than the historic average and was up 3.7 percentage points from the pre-recession level. At the same time, the growing emphasis on apprenticeships meant that the number of Skills Development-Apprentices interventions was at or above pre-recession levels in most parts of the country. Conversely, Skills Development-Regular interventions reached a 10-year low and also accounted for their lowest share of Employment Benefits interventions in the last 10 years. Total expenditures for EBSM-similar programming fell at a faster rate than did the number of both clients served and interventions, dropping 19.1% to \$2.1 billion.

1. Canada's Labour Market

As noted above, the national labour market regained strength in 2011/12. The labour force expanded modestly (+0.8%), while employment continued the recovery that began in 2010/11, climbing 1.3% to 17,345,900, the highest level observed since the beginning of the time series in 1976/77. Record highs were also seen in 11 jurisdictions across the country. Canada's employment gains were concentrated in full-time employment, offsetting a small loss in part-time work. Since employment growth outpaced the labour force expansion, unemployment decreased, and Canada's unemployment rate fell 0.5 percentage points to 7.4%. Unemployment rates in nine jurisdictions decreased or remained stable year over year.

2. Client Profile and Participation

As noted, the number of clients served was 14.5% lower year over year. There were also changes in the mix of clients served by client type, age, and equity group.

2.1 Client Types

Three types of clients participate in EBSMs: active claimants, former claimants and non-insured clients. In 2011/12, the distribution of clients served by client type continued to shift, part of a long-term trend that reflects increased demand from former claimants and non-insured clients.

Active claimants, who have an active claim for EI Part I benefits, typically have stronger recent labour force attachment and tend to be able to return to

Canada EBSM Key Facts

Clients Served: 646,295		
EI	Non-Insured	Pan-Canadian
416,935 ↓	214,587 ↓	14,773 ↑
Active	Former	Non-Insured
50.6% ↑	16.2% ↑	33.2% ↓
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
19.8% ↑	69.9% —	10.2% ↑
Interventions: 962,673		
	2011/12	Year-over-Year Change
Employment Benefits	159,279	18.1% ↓
Support Measures: EAS	788,779	18.3% ↓
Pan-Canadian	14,615	8.5% ↓
Relative Share		
	2011/12	Year-over-Year Change
Employment Benefits	16.8%	0.0 —
Support Measures: EAS	83.2%	0.0 —
Expenditures: \$2,092.3 Million ²		
	2011/12 (\$ Million)	Year-over-Year Change
Employment Benefits	\$1,220.6	18.2% ↓
Support Measures: EAS	\$565.8	26.0% ↓
LMPs and R&I	\$149.0	12.5% ↓
Pan-Canadian	\$156.9	2.0% ↓
Managing for Results		
Indicator	Total	
Active Claimants Served	326,892	
Returns to Employment	185,029	
Unpaid Benefits (\$ Million)	\$1,002.9	

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

work more quickly than those with weaker ties to the labour market. Active claimants often seek out short-term interventions under EI Part II.

A total of 326,892 active claimants accessed EBSMs, a 12.2% decrease year over year, which, as

noted above, reflected strengthening labour market conditions. Moreover, while active claimants' share of total clients served was up slightly year over year, this group's share has declined significantly over the longer term, falling from a high of 63.3% in 2003/04 to 50.6% this year.

Former claimants are no longer eligible for EI Part I; however, they remain eligible for EI Part II under certain criteria.¹ Since former claimants do not receive Part I income support and are fully supported by Part II, EBSM-similar expenditures increase disproportionately with their level of participation.

In 2011/12, the number of former claimants fell 8.3% to 104,816. However, at 16.2% of all clients served, this client segment reached a 10-year peak in its share of total clients served.

Non-insured clients have no substantive or recent labour force attachment. They include new labour force participants and individuals who were formerly self-employed. While these clients are not eligible for Employment Benefits under EI Part II, they are eligible for the services delivered under EAS.

The number of non-insured clients served fell 20.3% to 214,587, and their share dropped from 35.6% to 33.2%. Despite this year-over-year decline, their share has been trending upwards for the past 10 years and is now significantly higher than the norm for this group.

2.2 Age Distribution²

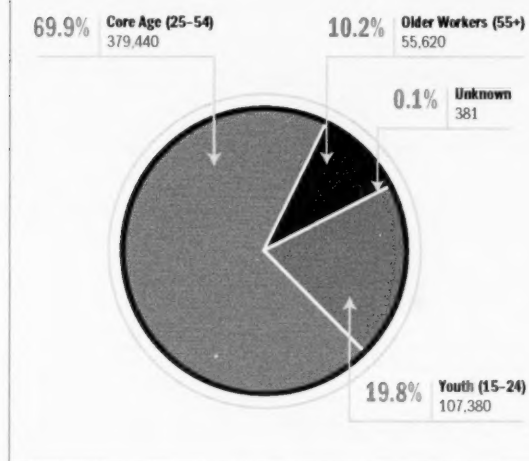
There were modest changes in the distribution of clients by age group in 2011/12. Youth (15-24) participation was up slightly year over year, and their share, which has gradually increased over the past several years, climbed to 19.8%. Similarly, older workers (55+) now account for a greater share of total clients served, reaching a 10-year high of 10.2% this year. The share of core-age workers (25-54) has been slipping over the past five years, and fell to 69.9% in 2011/12, compared with a high of 73.0% in 2006/07. These shifts mirror changes in the levels of unemployment of these groups: youth and older workers comprise a growing share of national unemployment, while unemployment among core-age workers has declined as economic conditions have improved.

¹ A detailed definition of former claimants can be found in section 58 of the *Employment Insurance Act*.

² Date of birth is not collected for clients in Skills Development-Apprentices and Group Services. As a result, client data in Chart 1 do not match the client total in Annex 3.5.

CHART 1

Age Distribution, 2011/12

**2.3 Designated Groups³**

To ensure equity principles are observed in the delivery of EBSM-similar programming, HRSDC monitors the participation of women, persons with disabilities, Aboriginal people and members of visible minority groups.

- Women participated in 430,405 interventions in 2011/12, a decline of 18.2% year over year. Women represented 46.7% of all participants, virtually unchanged from 2010/11 and higher than their share of national unemployment (44.6%).
- Persons with disabilities participated in 55,580 interventions, which was 14.3% lower than the number in 2010/11. Despite the decline, this client group represented 6.0% of all participants in 2011/12, its highest share since 2007/08.

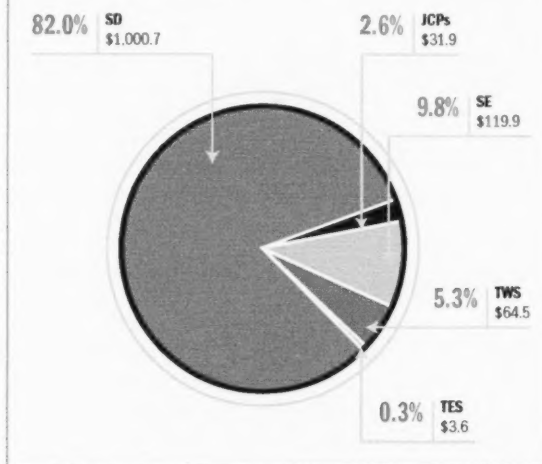
- Aboriginal people participated in 56,316 interventions, a decline of 15.0% year over year. This group's share of total interventions was unchanged at 6.1%.
- Members of visible minority groups participated in 49,546 interventions, a drop of 30.9% compared with 2010/11. After climbing to 6.4% last year, this group's share of total interventions fell back to approximate the pre-recession level of 5.4%.

3. Interventions: Employment Benefits⁴

Employment Benefits, which are available to active and former claimants only, generally involve longer term interventions that can last from several weeks to a year or more. Employment Benefits comprise Skills Development-Regular (SD-R), Skills Development-Apprentices (SD-A), Targeted Wage Subsidies (TWS), Self-Employment (SE), Job Creation Partnerships (JCPs) and Targeted Earnings Supplements (TES). A new component of Skills Development—SD-Group (SD-G)—was introduced in 2011/12; it is expected that some jurisdictions will start delivering SD-G in 2012/13.

CHART 2

Employment Benefits Expenditures by Intervention, 2011/12 (\$ Millions)



³ This information is collected at the intervention level and comes from the Participant dataset. Participants voluntarily self-identify, so year-over-year fluctuations may be due in some degree to changes in self-identification.

⁴ Interventions under Quebec's Return to Work Supplement are now recorded in Employment Benefits, which affects long-term comparisons.

2011/12, Employment Benefits interventions fell 8.1% to 159,279. This decline reflected a shift away from longer term interventions toward a focus on quicker returns to work. Employment Benefits accounted for 16.8% of all EBSM interventions delivered in 2011/12, a figure that was unchanged year over year, but significantly lower than the historical average. Employment Benefits expenditures fell 18.2% to \$1.22 billion.

3.1 Skills Development

In 2011/12, SD-R interventions fell 31.1% to a 10-year low of 65,234, while SD A interventions fell 3.9% to a four-year low of 61,575. Traditionally, SD accounts for the largest proportion of Employment Benefits interventions and expenditures, and this trend continued in 2011/12, despite the year-over-year declines. SD represented 79.6% of Employment Benefits interventions, down from 81.6% last year. SD expenditures, which fell 19.9% to \$1 billion, represented 82.0% of Employment Benefits expenditures, down slightly from 83.6%.

EBSMs in Action: Skills Development

A client applied for SD funding to attend a college certificate program in British Columbia. An undiagnosed learning disability proved to be a barrier to her success, but with counselling and assistance, she was able to remain in the program. While it took a bit longer, this client successfully pursued her career goal and received her certificate.

The Province of Manitoba is dedicated to improving access to Red Seal apprentice designations, essential skills and pre-employment training opportunities in rural, northern and remote areas. Training and job opportunities are focused on mining, roads and dam construction in the north. In 2011/12, Manitoba apprentices and their employers received a boost through the launch of AccessManitoba, a client-centred, online service-delivery system that allows businesses, entrepreneurs and individuals to register for programs and submit online applications.

3.2 Targeted Wage Subsidies

The use of TWS increased in 2011/12, with interventions rising 7.7% to 13,404. TWS' share of all Employment Benefits interventions also increased, climbing from 6.4% to 8.4% year over year. Most of this increase was concentrated in Ontario, as many P/Ts saw declines year over year. TWS expenditures fell 14.9% to \$64.5 million, reflecting significant decreases in the average cost per intervention in most P/Ts. This decline is partially attributed to a shorter average TWS duration; in stronger labour markets, employers require less of an incentive to hire lower skilled workers.

EBSMs in Action: Targeted Wage Subsidies

Ontario has integrated its Job Placement with Incentive program into its new Employment Services delivery model. Eligible clients are referred directly to an appropriate job placement to receive valuable on-the-job experience. This new delivery model enabled Ontario to help more clients: in 2011/12, the number of TWS-similar interventions delivered in Ontario more than doubled when compared with the 2010/11 number, climbing from 1,126 to 2,335 (+1,209).

3.3 Self-Employment

Participation in SE decreased significantly in 2011/12, falling to a 10-year low of 7,967 (-30.6%). SE interventions represented 5.0% of all Employment Benefits interventions, down from 5.9% last year. At the same time, SE expenditures fell 3.1% to \$119.9 million.

EBSMs in Action: Self-Employment

In the Northwest Territories, eligible clients get help to pursue self-employment or start a business. Support may include money for travel and living expenses, tuition, childcare, and special equipment and supports, as well as mentoring by a qualified business expert. In 2011/12, a client became frustrated at being unable to find and retain long-term employment. With counselling and guidance from a business consultant, combined with financial support, he developed a business plan and is now operating a successful commercial and residential cleaning service.

3.4 Job Creation Partnerships

A total of 3,463 JCP interventions were delivered in 2011/12, a decrease of 19.1% year over year. Since 2002/03, JCP interventions have declined 67.1%. JCPs' share of total benefit interventions has also fallen, dropping from 5.7% in 2002/03 to 2.2%. JCP expenditures fell 22.1% to \$31.9 million.

3.5 Targeted Earnings Supplements

Quebec offers TES similar programming through its Return to Work Supplement program. This program provides financial assistance to participants for expenses related to returning to work, such as the cost of new tools and clothing. This TES similar benefit supported 7,636 participants in 2011/12, a 1.0% increase year over year. Quebec's total expenditure for this benefit fell 6.5% to \$3.6 million.

4. Interventions: Support Measures

The Support Measures authorized by Part II of the EI Act comprise Employment Assistance Services (EAS), Labour Market Partnerships (LMPs), and Research and Innovation (R&I). Through LMDAs, P/Ts are responsible for delivering these measures at the regional and local levels, while HRSDC retains responsibility for pan-Canadian delivery of LMPs and R&I (see section IV). Support Measures are available to all unemployed individuals in Canada, including non-insured clients, though LMPs and R&I are generally not associated with direct client service and therefore do not have participants or interventions.

4.1 EAS Interventions

To assist all unemployed individuals, P/Ts design and deliver services similar to EAS. These interventions are usually reported in one of three categories: Employment Services, Group Services and Individual Counselling. In total, 788,799 EAS interventions were delivered in 2011/12, which was a decline of 18.3% year over year but still markedly higher than the levels seen in the years prior to the late 2000's recession.

EAS expenditures fell 26.0% to \$565.8 million.

EBSMs in Action: Employment Assistance Services

In the Dehcho and North Slave regions of the Northwest Territories, the Conseil de développement économique des Territoires du Nord Ouest received EAS funding to complement existing employment programming by offering complete, high-quality services to French-speaking individuals.

4.1.1 Employment Services

A total of 492,394 Employment Services interventions were delivered in 2011/12, which was 19.3% lower than the previous year but 10.7% higher than the pre recession level. Employment Services traditionally account for the majority of EAS interventions, and this pattern continued in 2011/12, as these interventions represented 62.4% of all EAS interventions.

EBSMs in Action: Employment Assistance Services

In 2011/12, BC prepared to open a new network of 85 WorkBC Employment Services Centres and 114 satellite offices that will offer a full suite of employment programs while ensuring quick and easy access through a single door. Employment advisors will provide job seekers with a range of services from needs assessment to building their resumes, taking additional training, or developing other skills that will help them find success in their job search. People living in smaller communities, as well as specialized populations (including immigrants, youth, Aboriginal people, francophones, people with multiple barriers, survivors of violence and/or abuse, people with disabilities and people living in rural and remote areas) will have access to the full suite of employment services.

4.1.2 Group Services

At 40,391, the number of Group Services interventions fell 21.4% year over year but was 12.8% higher than the pre-recession level. Group Services' share of total EAS interventions was slightly lower at 5.1%, compared with 5.3% in 2010/11.

EBSMs in Action: Employment Assistance Services

EAS funding helps many Nova Scotia agencies and organizations provide job resource centres, case management services and workshops across the province. A long-tenured worker with no formal education or certification approached a job resource centre for assistance. Through assessments, research, conversations with employers and training facilities, and coaching from centre staff, he decided that he would enjoy working in a trade. His plan of action was formed: if he completed high school at the adult high school, focusing on science and math, he would qualify for acceptance into a trades training program, with financial support to attend training. He subsequently graduated class valedictorian and is now on his way to a new career.

4.1.3 Individual Counselling

The number of Individual Counselling interventions fell 15.6% to 255,994. Individual Counselling represented 32.5% of all EAS interventions, up from 31.4% last year.

4.2 Labour Market Partnerships

The LMP measure is designed to enable employers, employee and employer associations, community groups, and communities to work together to develop and implement strategies to deal with labour force adjustments and meet human resources requirements. In 2011/12, P/Ts allocated \$147.2 million to LMPs, which was a year-over-year decrease of 12.5%.

EBSMs in Action: Labour Market Partnerships

With the economy changing and workplaces adjusting accordingly, women in New Brunswick need resilience to cope with demanding times and new skills to excel in the workplace. To understand and analyze the changing learning and development needs of women leaders and translate these needs into specific actions for leadership development, New Brunswick used LMP funds to support three provincial focus groups. As a result, a provincial advisory board consisting of leading New Brunswick women's organizations was formed to help develop programs to meet the needs identified in the focus groups and to develop funding and marketing strategies.

In Ontario, the Council for Automotive Human Resources (CAHR) used LMP funding to provide tools and resources to help workers in the vehicle manufacturing industry adapt to changes in their work environment, and continuously upgrade their knowledge, skills and competencies through lifelong learning.

4.3 Research and Innovation

Research and Innovation (R&I) initiatives are designed to identify better ways of helping people prepare for, return to, or maintain employment, and participate productively in the labour force. The total P/T investment in R&I initiatives was \$1.8 million in 2011/12, an 11.5% drop from 2010/11.

EBSMs in Action: Research and Innovation

Manitoba used R&I funds to assess the needs of the core client groups that access labour market services. The goal of this project was to provide a perspective on the needs and characteristics of Manitoba's client groups, helping to inform future policy and program development and resource allocation. The primary objectives of this research were to identify Manitoba's main client groups and their characteristics as they relate to employment service needs; assess the extent to which Manitoba is meeting the employment service needs of its clients; and analyze the demand for programs and services by client segment. Manitoba has recently received the final report detailing the findings of the research. It is using the study to develop enhanced service delivery models to more effectively meet the needs of its clients, in alignment with labour market demand.

5. Expenditures

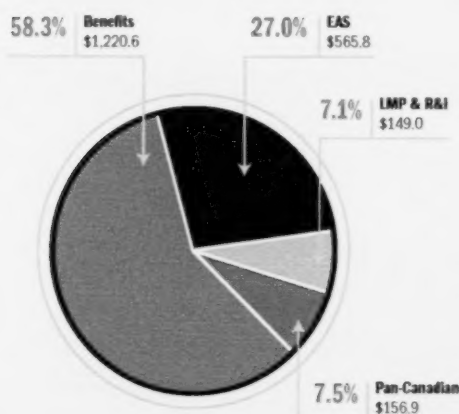
As discussed, the total national expenditure of \$2.1 billion mainly comprised investments in programming delivered directly to unemployed individuals through Employment Benefits and EAS. The total also included expenditures on the two Support Measures—LMPs and R&I—that are not

delivered directly to clients, and on the pan-Canadian activities described in section IV of this chapter.

Actual expenditures in each of these categories of programming decreased in 2011/12. Employment Benefits remained the largest category of expenditures, representing 58.3% of the total, up from 57.7% last year. Similarly, pan-Canadian activities rose from 6.2% to 7.5% of the total, while the share represented by LMPs and R&I increased from 6.6% to 7.1%. EAS' share of total expenditures fell from 29.5% to 27.0%.

CHART 3

EBSM Expenditures 2011/12 (\$ Millions)



6. Key Performance Indicators⁵

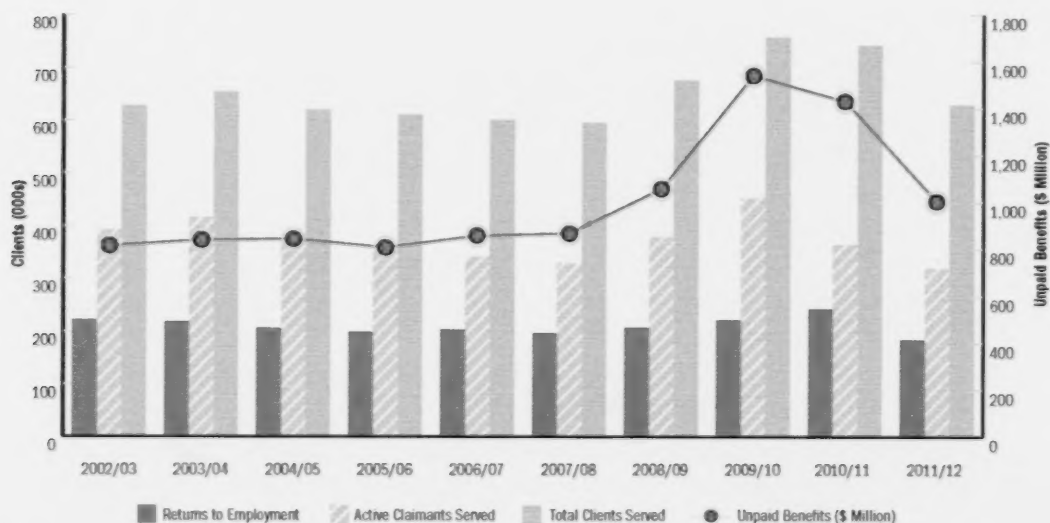
HRSDC monitors the results of EBSM-similar programming delivered by P/Ts through three key performance indicators:

- the number of active EI claimants served;
- the number of EI clients who returned to employment following an intervention;⁶ and
- the amount of unpaid EI Part I benefits resulting from the returns to employment.

All three indicators declined year over year, with 2011/12 results more closely mirroring the pre-recession period of 2007/08, as illustrated in Chart 4.

CHART 4

Key Performance Indicators, 2002/03 to 2011/12



⁵ Data issues have been observed in newly implemented information management systems in a few recently devolved jurisdictions that could affect year-over-year comparisons at the national level.

⁶ EI clients include both active claimants and former claimants.

As has been demonstrated, improving labour markets and emerging employment opportunities resulted in lower demand for EBSM-similar programming in 2011/12. This is reflected in the number of active EI claimants served, which fell 12.2% to 326,892 as the recovery took hold. The number of active claimants served had been trending downwards since 2002/03, before climbing to record highs during the late 2000's recession.

The number of EI clients who returned to work generally followed this same pattern but fell at a higher rate in 2011/12, dropping 24.0% to 185,029.

Unpaid benefits—which represent savings to the EI account—rose during the EAP years (2009/10 and 2010/11), due to the combination of a sharp increase in total clients served, the extension of regular EI benefits during the recession and the increase in the share of active claimants served under Part II. In 2011/12, unpaid benefits fell 29.9% to \$1 billion.

7. Managing for Results

Each P/T conducts an extensive annual planning process for EBSM programming in which it sets out mutually agreed targets for the three key performance indicators. P/Ts provide these targets to the Government of Canada as part of their annual plan. These targets are usually posted on P/T web sites.

In 2011/12, P/Ts participated in various initiatives to ensure the effective and efficient design and delivery of EBSM-similar programming. Working with stakeholders, with particular emphasis on their employer communities, P/Ts monitored and evaluated the extent to which their programming was aligned with the needs of the labour market, and used the findings to identify gaps and refine service offerings.

Over the past few years, many jurisdictions have implemented new client service delivery models to increase flexibility and enhance service delivery to meet the needs of unemployed Canadians. As well, most P/Ts have introduced management information systems that have enhanced data collection and analysis. These enriched data contribute to improvements in program design and delivery.

II. PROVINCIAL AND TERRITORIAL EBSM ACTIVITIES

This section analyzes provincial and territorial EBSM-similar activity in 2011/12, linking trends in clients served, interventions and expenditures to local labour market conditions and employment programming priorities.

To address their unique labour market challenges, P/Ts deliver employment programming under LMDAs individually negotiated with the Government of Canada. Under the LMDAs, P/Ts receive funding to support the delivery of their own programs that are similar to the EBSMs established in Part II of the *EI Act*.⁷ P/Ts design and deliver virtually all EI-funded employment programming, with the exception of the pan-Canadian activity discussed in section IV of this chapter.

Across the country, P/Ts continued to identify skills and labour shortages as the key labour market challenges they planned to address with EBSM-similar programming in 2011/12. They placed a priority on developing and delivering skill training to meet current and future skill requirements, and optimizing the existing labour supply by working to increase the labour force participation of underrepresented groups, including new immigrants.

As noted in section I, 2011/12 saw national declines in the delivery of EBSM-similar programming, as measured by clients served, interventions delivered and expenditures, as well as by the three key EBSM performance indicators. While these year-over-year declines could be expected, given the return to regular LMDA funding and improving labour markets, EBSM-similar activity this year was generally comparable with the average levels seen over the past 10 years, with the following notable trends.

- There has been a continuing shift away from longer term Employment Benefits interventions toward EAS interventions. This year, most P/Ts reached record highs in the EAS share of total interventions. This shift underlines the growing emphasis on helping to address labour shortages, as well as on assisting job-ready clients to

While data and analysis are presented according to the traditional EBSM intervention categories, P/Ts may deliver EBSM-similar programming under different names. A list of these names, together with the corresponding EBSM intervention category, is included in the summary for each jurisdiction. Interjurisdictional comparisons may be misleading due to differences in programming and labour market conditions. EBSM administrative data presented in this section do not include pan-Canadian activities.

connect with available employment opportunities, reflecting the most appropriate mix of programs and services in stronger labour markets.

- At the same time, investments in apprenticeship training (SD-A) equalled or exceeded the long-term average for these interventions in most parts of the country, reflecting the priority placed on skill training to address skill shortages, as well as the trend away from longer term interventions.
- P/Ts are continuing to implement more sophisticated case management and third-party delivery systems.

1. Newfoundland and Labrador

The labour market of Newfoundland and Labrador strengthened in 2011/12. Employment rose to a record high of 225,600, an increase of 3,300 (+1.5%) year over year. The labour force expanded modestly to 258,900, another record high, and unemployment fell to a five-year low of 33,300 (-4.9%). As a result, the province's unemployment rate dropped from 13.6% in 2010/11 to 12.9%, the lowest rate in the province since 1975/76.

Newfoundland and Labrador's 2011/12 strategic priorities addressed ongoing challenges, including labour and skill shortages, an aging population, out-migration—especially among youth—and retention of immigrants. The province also identified limited access to human resource planning expertise as a challenge for small enterprises, and prioritized continued work with stakeholders to strengthen labour market development planning. Newfoundland and Labrador planned to support skills development to meet the requirements for a skilled workforce, and to encourage the labour force attachment of under-represented individuals.

Labour market gains in 2011/12 led to a modest reduction in the demand for employment programming. The number of clients participating in EBSM-similar programming in Newfoundland and Labrador fell to 14,463. Active clients represented 69.3% of the total, down from a high of 79.8% in 2003/04. During the same period, the proportion of former claimants remained stable, while the proportion of non-insured clients jumped from 4.5% in 2002/03 to 14.0% in 2011/12. The number of interventions delivered in Newfoundland and Labrador fell to 20,257, while expenditures for EBSM-similar programming were \$131.9 million.

Newfoundland and Labrador EBSM Key Facts

Clients Served: 14,463		
El	Non-Insured	
12,432 ↓	2,031	↓
Active	Former	Non-Insured
69.3% ↓	16.6% ↓	14.0% ↑
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
24.9% –	65.8% ↑	9.2% ↑
Interventions: 20,257		
	2011/12	Year-over-Year Change
Employment Benefits	7,652	14.1% ↓
Support Measures: EAS	12,605	10.1% ↓
Relative Share		
	2011/12	Year-over-Year Change
Employment Benefits	37.8%	1.1 ↓
Support Measures: EAS	62.2%	1.1 ↑
Expenditures: \$131.9 Million ²		
	2011/12 (\$ Million)	Year-over-Year Change
Employment Benefits	\$106.3	15.4% ↓
Support Measures: EAS	\$20.9	29.4% ↑
LMPs and R&I	\$4.7	13.9% ↑
Managing for Results		
Indicator	Total	
Active Claimants Served	10,027	
Returns to Employment	6,335	
Unpaid Benefits (\$ Million)	\$26.71	

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

1.1 Employment Benefits

Employment Benefits interventions decreased to 7,652 and represented 37.8% of all interventions. SD continued to account for the majority of Employment Benefits interventions, reaching a five-year high of 73.2%, as the province sought to improve skills to meet changing labour market needs. At the same time, JCPs represented 17.6% of all interventions, representing a new low for this intervention. Employment Benefits expenditures totalled \$106.3 million.

NEWFOUNDLAND AND LABRADOR EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Newfoundland and Labrador Wage Subsidy
SE	Newfoundland and Labrador Self-Employment Benefit
JCPs	Newfoundland and Labrador Job Creation Partnerships
SD	Newfoundland and Labrador Skills Development

Support Measures

EAS	Newfoundland and Labrador Employment Assistance Services
LMPs	Newfoundland and Labrador Labour Market Partnerships

1.2 Support Measures: EAS

The province delivered 12,605 EAS interventions, a 10.1% decrease from the previous year, and 62.2% of the total delivered in 2011/12. Individual Counselling was the sole EAS reported, reflecting the high priority assigned to delivering specialized services to address the complex needs of unemployed individuals. EAS expenditures were \$20.9 million.

1.3 Other Support Measures: LMPs

Newfoundland and Labrador's total expenditure for LMPs rose to \$4.7 million and accounted for 3.6% of total EBSM-similar expenditures, down from 11.3% in 2002/03. LMP funding increased to support labour market strategies and activities to deal with labour force adjustments and human resources requirements.

1.4 Managing for Results

In July 2011, Newfoundland and Labrador launched a three-year strategic plan that identified three keys to improving labour force development: ensuring a supply of skilled and available workers; enabling client access to a continuum of social support; and developing a culture of service excellence. The province will present annual performance reports on the new strategy.

2. Prince Edward Island

In 2011/12, Prince Edward Island's labour market continued to strengthen. The labour force expanded for a fifth consecutive year (+2.3%), while employment grew to a record high of 72,300 (+2.6%). Unemployment was almost unchanged and the Island's unemployment rate was 11.4%, compared with 11.5% last year.

Prince Edward Island EBSM Key Facts

Clients Served: 4,835			
EI		Non-Insured	
3,495	⬆	1,340	⬆
Active		Former	Non-Insured
60.4%	⬇	11.9%	⬆
Youth (15-24) ¹		Core Age (25-54)	Older Workers (55+)
26.7%	⬇	65.1%	8.1%
Interventions: 7,204			
		2011/12	Year-over-Year Change
Employment Benefits		2,224	10.8% ⬇
Support Measures: EAS		4,980	47.5% ⬆
Relative Share			
		2011/12	Year-over-Year Change
Employment Benefits		30.9%	11.6 ⬇
Support Measures: EAS		69.1%	11.6 ⬆
Expenditures: \$27.1 Million ²			
		2011/12 (\$ Million)	Year-over-Year Change
Employment Benefits		\$20.4	13.7% ⬇
Support Measures: EAS		\$4.9	3.1% ⬆
LMPs and R&I		\$1.8	0.4% ⬇
Managing for Results			
Indicator		Total	
Active Claimants Served		2,921	
Returns to Employment		2,034	
Unpaid Benefits (\$ Million)		\$8.16	

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

As the province sought to equip Islanders to participate in the labour market, LMDA-supported programming was identified as a key component of Prince Edward Island's economic development strategy, Island Prosperity—A Focus for Change. Specific employment programming priorities to address the Island's labour market challenges were developed based on the strategy. One of the highest priorities was addressing the shortages of skills and labour created by a combination of rising demand for certain skills, an aging population and the

out-migration of educated youth. PEI planned to focus on supporting newcomers, skill training and skill enhancement to help Islanders secure and maintain employment.

In 2011/12, the number of clients served on Prince Edward Island climbed to a high of 4,835 (+6.9%). Non-insured clients represented 27.7% of this total, a proportion that has more than doubled since 2002/03, when this group represented 12.6% of clients. The Island has experienced an increase in international migration that has prompted enhancements to programs and services to assist newcomers with language acquisition, acculturation, credential recognition, training and employment, as well as initiatives aimed at recognizing and celebrating diversity. This focus has resulted in an increase in the number of non-insured clients served. The share of active clients fell to 60.4%, the lowest since 2002/03 and, at 11.9%, the share of former claimants was also lower year over year. In total, 7,204 interventions were delivered, and expenditures fell to \$27.1 million.

2.1 Employment Benefits

The number of Employment Benefits interventions delivered on Prince Edward Island fell to 2,224, representing a low of 30.9% of total interventions. TWS was the sole Employment Benefit that reported an increase (+9.8%). In the last four years, this intervention's share of total Employment Benefits has almost quadrupled, from 4.8% to 18.6%. In an effort to stem the out-migration of well-educated youth, the province emphasized TWS programming to help integrate individuals into the local labour market. All other Employment Benefits shares declined. Even with this year's decline, SD continued to be the most frequently used intervention on the Island, representing 65.8% of all Employment Benefits interventions, underlying the province's commitment to meeting the demand for skilled workers in tight sectors of the labour market. Employment Benefits expenditures totalled \$20.4 million.

PRINCE EDWARD ISLAND EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Employ PEI
SE	Self Employ PEI
JCPs	Work Experience PEI
SD	Training PEI – Individual Training PEI – Apprentice

Support Measures

EAS	Employment Assistance Services
LMPs	Labour Market Partnerships
R&I	Research and Innovation

2.2 Support Measures: EAS

With 4,980 interventions, EAS represented 69.1% of the 2011/12 total. Employment Services continued to be the most common EAS intervention, representing 68.0% of interventions (3,388). A decrease in employment toward the end of the year bolstered demand for these services, primarily for help with job search skills and résumé writing. In addition, enhancements to data capture and coding improved Employment Services data collection. Individual Counselling interventions fell to 32.0% of the total. EAS expenditures reached a high of \$4.9 million.

2.3 Other Support Measures: LMPs

Prince Edward Island's total expenditure for LMPs was almost unchanged at \$1.8 million. LMP funding, which accounted for 6.6% of total EBSM-similar programming expenditures, was used to develop and promote labour market intelligence, career awareness, training curricula related to industry requirements and best practices for investing in worker training. The province also encouraged industry and community involvement in identifying and addressing labour market issues.

2.4 Managing for Results

Ensuring LMDA programming is aligned with emerging trends is vital to economic growth. Prince Edward Island continued to consult stakeholders to address emerging labour market needs, and ensure that programs and services effectively meet the needs of employers and individuals. In June 2011, SkillsPEI commissioned a labour market review to evaluate the effectiveness of labour market development programs and policies, and its service delivery model.

3. Nova Scotia

Labour market conditions in Nova Scotia were generally consistent with those observed in 2010/11. An extremely modest gain pushed employment to a record high of 454,100. The labour force contracted by less than 1.0%, which resulted in lower unemployment. Consequently, the unemployment rate fell from 9.3% last year to a three-year low of 8.6%. Despite modest improvements over the past two years, Nova Scotia's labour market has not fully recovered from the recession.

Nova Scotia faces many labour market challenges, including skills and labour shortages, a shrinking labour force, a declining birth rate, youth out-migration and an aging population. The province's 2011/12 LMDA plan continued to support the workforce strategy component of jobsHere, Nova Scotia's economic development strategy. This strategy comprises three interrelated priorities: fostering the right skills for good jobs; growing the economy through innovation; and helping businesses compete globally. Other jobsHere priorities include providing access to programs and services that meet labour market development needs, and increasing the capacity of the provincial labour market to retain and add jobs requiring higher literacy and numeracy in an increasingly knowledge-based economy. Nova Scotia planned to work with community groups, training providers and businesses to address these priorities.

A total of 17,586 clients accessed EBSM interventions in Nova Scotia in 2011/12. Active clients represented 58.3% of this total, compared with 68.6% in 2002/03. At 17.6%, the proportion of former claimants remained stable. Almost one quarter (24.1%) of all clients served were non-insured. EBSM clients participated in 35,285 interventions, and total expenditures fell to \$80.3 million.

3.1 Employment Benefits

Nova Scotia delivered 5,118 Employment Benefits interventions in 2011/12, representing 14.5% of total interventions, down from 52.8% in 2002/03. SD-R declined to 58.6% of total Employment Benefits interventions, an eight-year low, while SD-A's share

Nova Scotia

EBSM Key Facts

Clients Served: 17,586		
El	Non-Insured	
13,339	↓	4,247 ↓
Active	Former	Non-Insured
58.3% ↓	17.6% –	24.1% ↑
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
20.7% ↑	70.3% ↑	8.8% ↑
Interventions: 35,285		
	2011/12	Year-over-Year Change
Employment Benefits	5,118	11.8% ↓
Support Measures: EAS	30,167	7.6% ↓
Relative Share		
	2011/12	Year-over-Year Change
Employment Benefits	14.5%	0.6 ↓
Support Measures: EAS	85.5%	0.6 ↑
Expenditures: \$80.3 Million ²		
	2011/12 (\$ Million)	Year-over-Year Change
Employment Benefits	\$58.1	20.4% ↓
Support Measures: EAS	\$21.2	4.4% ↓
LMPs and R&I	\$1.0	0.7% ↓
Managing for Results		
Indicator	Total	
Active Claimants Served	10,250	
Returns to Employment	6,734	
Unpaid Benefits (\$ Million)	\$25.38	

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

rose from 24.2% last year to 26.0%. Despite year-over-year declines, SD-A and SD-R combined represented 84.6% of all Employment Benefits interventions, reflecting the province's commitment to helping Nova Scotians transition to new employment and develop the skills required in an increasingly knowledge-based economy. Employment Benefits expenditures fell to \$58.1 million.

NOVA SCOTIA EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Nova Scotia Targeted Wage Subsidy
SE	Nova Scotia Self-Employment Benefit
JCPs	Nova Scotia Job Creation Partnerships
SD	Nova Scotia Skills Development

Support Measures

EAS	Nova Scotia Employment Assistance Services
LMPs	Nova Scotia Labour Market Partnerships

3.2 Support Measures: EAS

Employment growth in the second half of the year lessened the demand for employment services, and interventions fell to 30,167. Even so, EAS' share of all interventions, which climbed from just 47.2% in 2002/03 to 85.5% this year, reflected Nova Scotia's strong focus on providing access to programs and services. The province emphasized Employment Services (51.8%) and Individual Counselling (47.5%) over Group Services (0.6%). EAS expenditures fell to \$21.2 million.

3.3 Other Support Measures: LMPs

At \$1.0 million, Nova Scotia's total expenditures for LMPs were stable year over year.

3.4 Managing for Results

In 2011/12, Nova Scotia prepared to launch a new client management system to support the delivery of labour market programs. The Labour Market Program Support System (LaMPSS)⁶ helps the province make the most efficient use of staff and financial resources, while enhancing program delivery.

4. New Brunswick

New Brunswick's labour market gradually weakened for a second consecutive year. After reaching a high of 359,400 in 2009/10, employment fell to a five-year low of 351,600 (-0.9%) in 2011/12. With unemployment increasing (+1.9%) and the labour force contracting (-0.6%), the unemployment rate reached an eight-year high of 9.7%.

New Brunswick EBSM Key Facts

Clients Served: 17,041

EI	Non-Insured	
12,824 ↓	4,217 ↓	
Active	Former	Non-Insured
61.4% ↑	13.9% ↑	24.7% ↓
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
33.7% ↑	58.6% ↓	7.6% ↑

Interventions: 33,790

	2011/12	Year-over-Year Change
Employment Benefits	9,472	16.1% ↓
Support Measures: EAS	24,318	4.9% ↓

Relative Share

	2011/12	Year-over-Year Change
Employment Benefits	28.0%	2.6 ↓
Support Measures: EAS	72.0%	2.6 ↑

Expenditures: \$89.4 Million²

	2011/12 (\$ Million)	Year-over-Year Change
Employment Benefits	\$74.2	19.6 ↓
Support Measures: EAS	\$10.7	24.8 ↑
LMPs and R&I	\$4.5	75.5 ↑

Managing for Results

Indicator	Total
Active Claimants Served	10,459
Returns to Employment	9,017
Unpaid Benefits (\$ Million)	\$30.85

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

⁶ LaMPSS became operational in July 2012.

In 2011/12, New Brunswick planned to make strategic investments through innovative programs, services and partnerships to help its citizens secure and maintain full-time employment. The province identified a two-fold labour market challenge: maximizing participation rates to fill vacancies and address the need for skilled workers, while continuing to improve literacy skills. New Brunswick sought to address these

challenges by working with employers to enhance adult literacy, promoting continuous learning, assisting workers with job matching and collaborating with stakeholders to meet their training needs.

In 2011/12, 17,041 clients participated in EBSM-similar interventions in New Brunswick. Participation by client type remained stable: active clients represented 61.4% of all clients, followed by non-insured clients at 24.7% and former claimants at 13.9%. The number of interventions delivered in the province fell to an eight-year low of 33,790. EBSM-similar programming expenditures totalled \$89.4 million.

4.1 Employment Benefits

A total of 9,472 interventions were delivered in New Brunswick in 2011/12. As was the case in most parts of the country, Employment Benefits' share of total interventions decreased year over year, falling to a three-year low of 28.0%, compared with 43.2% in 2002/03. SD-R and SD-A both decreased year over year; SD-R declines were attributed in part to a series of changes in eligibility criteria. Despite these decreases, SD represented 87.9% of all Employment Benefits interventions in 2011/12, attesting to the province's vision of assisting New Brunswickers to acquire skills to secure and maintain employment. Employment Benefits expenditures fell to \$74.2 million.

NEW BRUNSWICK EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Workforce Expansion—Employer Wage Subsidy
SE	Workforce Expansion—Self-Employment Benefit
SD	Training and Skills Development Program

Support Measures

EAS	Employment Assistance Services
LMPs	Adjustment Services
R&I	Research and Innovation

4.2 Support Measures: EAS

Though lower year over year, EAS interventions (24,318) accounted for 72.0% of all interventions delivered this year, a significant change from the 56.8% seen in 2002/03. Employment Services represented 39.6% of all EAS interventions, a three-year high, while the share of Individual Counselling fell to the 2007/08 level. The marked shift to EAS delivery resulted from the province's commitment to assisting job-ready individuals who were actively seeking

employment. At the same time, New Brunswick increased the services available to clients facing multiple barriers. EAS expenditures rose 24.8% to \$10.7 million.

4.3 Other Support Measures: LMPs and R&I

New Brunswick's expenditures for LMPs and R&I climbed 75.5% to \$4.5 million. All of this increase was associated with a sharp increase in LMPs (+81.8%), with funds used to help employers in expanding industry sectors manage their human resource needs. R&I expenditures fell 17.7% to \$133,000.

4.4 Managing for Results

New Brunswick has improved programming by increasing its availability and flexibility, ensuring that programs and services are more focused on clients' needs. Program delivery is designed based on evidence from analyses of past and current client experiences. Ongoing program evaluations measure program effectiveness, and guide the design and delivery of the province's employment programming.

Further, New Brunswick continuously engages various stakeholders to identify and address needs within the parameters of the province's programming. Currently, New Brunswick is reviewing program support to employers to identify gaps and ways to work more effectively with employers, communities and industry groups to meet their needs.

5. Quebec

Conditions in the Quebec labour market were markedly stable year over year, with only modest changes seen in all of the major labour force characteristics. The provincial unemployment rate was unchanged at 7.9%.

In 2011/12, Quebec continued to face several labour market challenges, including limited labour force participation of underrepresented groups, an aging workforce and skill shortages. Quebec aligned its priorities to address these challenges, working toward employment recovery and gains, increased labour force participation, higher productivity, enhanced capacity of businesses to adapt to change, and a business model that would ensure efficiency by modernizing service delivery. To this end, Quebec planned to invest in developing the skills of its workforce, notably underrepresented groups. Quebec also planned to assist businesses to build a diverse workforce by connecting employers and job seekers.

Quebec EBSM Key Facts

Clients Served: 193,237

E		Non-Insured	
146,188	↓	47,049	↑
Active		Former	Non-Insured
62.7%	↓	13.0%	↑
24.3%	↑		
Youth (15-24) ¹		Core Age (25-54)	Older Workers (55+)
16.6%	↑	71.2%	↓
			12.2%

Interventions: 225,409

	2011/12	Year-over-Year Change
Employment Benefits	43,268	11.5% ↓
Support Measures: EAS	182,141	9.2% ↑

Relative Share

	2011/12	Year-over-Year Change
Employment Benefits	19.2%	3.5 ↓
Support Measures: EAS	80.8%	3.5 ↑

Expenditures: \$589.2 Million²

	2011/12 (\$ Million)	Year-over-Year Change
Employment Benefits	\$353.5	21.8% ↓
Support Measures: EAS	\$129.3	4.4% ↓
LMPs and R&I	\$106.3	13.4% ↓

Managing for Results

Indicator	Total
Active Claimants Served	146,188 ³
Returns to Employment	52,872
Unpaid Benefits (\$ Million)	\$219.42

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

³ When setting targets Quebec includes both active and former claimants.

In 2011/12, 193,237 clients participated in EBSM-similar programming in Quebec, similar to the previous year. Non-insured clients represented 24.3% of this total, which was significantly higher than in recent years. Conversely, active claimants fell to just 62.7% of the total, down from an average of 64.7% since 2002/03. At 13.0%, former claimants' share has remained relatively stable. These clients participated in 225,409 interventions, with expenditures totalling \$589.2 million.

5.1 Employment Benefits

Mirroring the national trend, the number of Employment Benefits interventions delivered in Quebec fell to 43,268, representing 19.2% of total interventions, the lowest share in 10 years. The province focused on interventions to help job-ready clients get back into the workforce quickly, which resulted in increases in both TWS (+23.1%) and TES (+1.0%). While SD use declined, these longer term interventions accounted for 62.6% of all Employment Benefits interventions delivered in 2011/12.⁹ Employment Benefits expenditures fell 21.8% to \$353.5 million.

QUEBEC EBSM-SIMILAR PROGRAMMING

Employment Benefits

SD	Manpower Training Measure Job Readiness
TWS	Wage Subsidy
SE	Support for Self-Employment Measure
TES	Return to Work Supplement

Support Measures

EAS	Labour Market Information Job Placement Job Research and Assistance Services
LMPs	Job Cooperation Services Manpower Training Measure for Enterprises
R&I	Research and Innovation Strategy

⁹ Quebec does not offer LMDA-funded programming similar to SD-A.

5.2 Support Measures: EAS

As part of its efforts to modernize its service delivery and encourage quicker returns to work, Emploi-Quebec reviewed its client pathway in June 2011 and now provides immediate assistance to clients identified as close to job ready. In addition, Quebec now includes services such as job placement and labour market information in its EAS interventions data, which contributed to the year-over-year increase in interventions delivered. As a result, the number of EAS interventions rose 9.2% to 182,141. Moreover, the EAS share of total interventions jumped to 80.8%, compared with a low of 72.1% in 2007/08. The province focused on Individual Counselling as a means of directly assisting job-ready individuals to return to the labour market. Group Services interventions declined, while the number of Employment Services interventions remained stable. EAS expenditures totalled \$129.3 million.

5.3 Other Support Measures: LMPs and R&I

At \$105.9 million, Quebec's total expenditure for LMPs represented almost 18.0% of the province's total expenditures for EBSM-similar programming, comparable with figures for the last few years. In addition to providing SD support to the employed workforce, LMP funds supported an analysis of Quebec's workforce, the development of human resource functions within the employer community and the reclassification of licensed workers. Similarly, R&I funding has remained relatively stable at less than 1% of total expenditures and amounted to \$419,000 in 2011/12.

5.4 Managing for Results

To continue to improve its delivery of services, Emploi-Quebec conducted a post-intervention survey with businesses that had benefited from an intervention. The survey, conducted in early 2012, gathered feedback on Emploi-Quebec's contributions to increased job satisfaction, productivity, the capacity to adapt to change and the stability of the workforce.

6. Ontario

Ontario's labour market continued to strengthen in 2011/12, with employment reaching a new high of almost 6.75 million (+1.5%). While employment was slightly higher year over year, the labour force was stable. As a result, unemployment declined, and Ontario's unemployment rate fell from 8.4% in 2010/11 to a three-year low of 7.7%.

Ontario EBSM Key Facts		
Clients Served: 132,024		
EI	Non-Insured	
85,854 ↓	46,170 ↓	
Active	Former	Non-Insured
48.3% ↑	16.7% ↑	35.0% ↓
Youth (15-24)¹	Core Age (25-54)	Older Workers (55+)
18.3% ↑	71.4% ↓	10.2% ↑
Interventions: 145,815		
	2011/12	Year-over-Year Change
Employment Benefits	37,245	28.7% ↓
Support Measures: EAS	108,570	49.2% ↓
Relative Share		
	2011/12	Year-over-Year Change
Employment Benefits	25.5%	5.9 ↑
Support Measures: EAS	74.5%	5.9 ↓
Expenditures: \$552.7 Million ²		
	2011/12 (\$ Million)	Year-over-Year Change
Employment Benefits	\$325.8	4.5% ↓
Support Measures: EAS	\$216.4	44.9% ↓
LMPs and R&I	\$10.5	54.2% ↓
Managing for Results		
Indicator	Total	
Active Claimants Served	63,780	
Returns to Employment	33,347	
Unpaid Benefits (\$ Million)	\$221.66	

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

Ontario faces multiple labour market challenges, including an aging population, long-term unemployment (i.e., people who have been unemployed more than 27 weeks) and growing demand in high-skilled sectors. The province is also experiencing low labour force participation and modest outcomes for specific groups, including immigrants, Aboriginal people, persons with disabilities and youth. To address these challenges in 2011/12, Ontario identified a mix of employment programs and services that would enable its clients to succeed in the labour market. The province planned to focus its investments on training, including literacy and basic skills programs, and on efforts to provide work experience to help Ontarians acquire the knowledge and skills they need to prepare for suitable jobs.

In 2011/12, 132,024 clients participated in EBSM-similar programming in Ontario. Active claimants represented 48.3% of this total, down from a high of 76.3% in 2002/03. At 16.7%, former claimants have more than doubled their share since 2002/03 (7.5%). After peaking at 48.2% last year, non-insured clients' share dropped back to 35.0%, still more than double the share 10 years ago (16.2%). Ontario delivered 145,815 EBSM-similar interventions. Shifts in the types of clients served and the types of interventions delivered reflected Ontario's strengthening economy and may also be partially attributed to the province's new Employment Service model, which changed the method for tracking EAS interventions. Expenditures for EBSM-similar programming totalled \$552.7 million.

ONTARIO EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Job Placement with Incentive
SE	Ontario Self-Employment Benefit
JCPs	Ontario Job Creation Partnerships
SD-R	Second Career
SD-A	Skills Development Apprenticeship

Support Measures

EAS	Ontario Employment Assistance Services/ Employment Service
LMPs	Ontario Labour Market Partnerships

6.1 Employment Benefits

Ontario delivered 37,245 Employment Benefits interventions in 2011/12. TWS has been integrated into the province's Employment Service and is now referred to as Job Placement with Incentive.¹⁰ These interventions jumped 107.4% (+1,209) to a three-year high of 2,335, and raised the TWS-similar share of total Employment Benefits interventions to 6.3%, up from 2.2% last year. SD-A's share also increased, consistent with the province's commitment to skill training. Employment Benefits expenditures totalled \$325.8 million.

6.2 Support Measures: EAS

As noted, Ontario has introduced a new model for delivering employment services. Under this model, service providers record one counselling session per client case file, regardless of the number of EAS interventions the client receives. As a result, year-over-year comparisons are difficult to make. A total of 108,570 EAS interventions were recorded in 2011/12, all of which were recorded under Individual Counselling.¹¹ EAS expenditures totalled \$216.4 million.

6.3 Other Support Measures: LMPs

Ontario's total expenditures for LMPs in 2011/12 were \$10.5 million, 1.9% of the total expenditure for EBSM-similar programming, compared with a 10-year high of 5.0% in 2002/03.

6.4 Managing for Results

To assess the performance of its service providers and overall employment programming, Ontario developed a performance management system centered on seven core measures and standards that form its Service Quality Standard (SQS). The SQS allows the province to monitor the performance of its service providers according to customer service quality, effectiveness and efficiency. As part of the annual business planning cycle, Ontario requires each service delivery site to identify continuous improvement targets. After the first full year of implementation, Ontario has sufficient SQS data to complete an initial analysis of the results and performance of the network.

¹⁰ Job Placement with Incentive and Job Placement without Incentive interventions are available to all clients accessing the Employment Ontario network who meet the eligibility requirements. Job Placement with Incentive was formerly called Ontario Targeted Wage Subsidy.

¹¹ In addition to Individual Counselling, interventions can include case management, assessment, action planning, job matching, placement and incentives, job shadowing, coaching and retention support, life skills development, and access to labour market information.

Employment Ontario offers a flexible suite of programs designed to address barriers to employment. Indicators are used to assess a client's employment barriers and inform the development of a service plan leading to sustainable employment. These indicators are aggregated to the network level and allow for an assessment of Ontario's ability to achieve results for clients with complex service needs.

7. Manitoba

After eight years of steady growth, Manitoba's labour market conditions were stable in 2011/12. Modest changes in the labour force and employment caused the unemployment rate to edge up from 5.3% last year to 5.4%.

Manitoba established strategic priorities for 2011/12 to address ongoing challenges associated with skill and labour shortages attributed in part to an aging workforce and a shrinking labour pool. Addressing these shortages is seen as key to Manitoba's economic growth and continued labour supply. The province planned to optimize the participation of the existing labour supply, and to assist groups of individuals who face barriers to entering and remaining in the labour market. These groups include Aboriginal people, underemployed workers and income assistance recipients. Manitoba also planned to focus on helping immigrants successfully integrate into the labour market. To help Manitobans meet employers' requirements for skilled workers in rural, northern and remote communities, the province sought to provide adequate training across all regions of the province. For example, Manitoba planned to enhance and expand the Red Seal apprenticeship system to meet the demands of its changing labour market.

In 2011/12, 29,313 clients participated in EBSM-similar programming in Manitoba. This number represented a year-over-year decline of 11.5%, and reflected both stability in Manitoba's economy and a return to activity levels observed prior to the economic downturn. Active claimants accounted for 40.4% of this total, down from a high of 53.8% in 2003/04. At 12.9%, the share of former claimants remained relatively stable compared with the past several years. The proportion of non-insured clients rose from a low of 33.8% in 2003/04 to 46.8% this year. The number of interventions delivered in Manitoba rose 1.5% to 51,648. At the same time, expenditures fell 21.2%, to \$44.8 million.

Manitoba EBSM Key Facts

Clients Served: 29,313		
El	Non-Insured	
15,609 ↓	13,704 ↓	
Active	Former	Non-Insured
40.4% ↓	12.9% ↑	46.8% ↑
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
21.0% ↓	71.5% ↑	7.4% ↑
Interventions: 51,648		
	2011/12	Year-over-Year Change
Employment Benefits	6,635	24.9% ↓
Support Measures: EAS	45,013	7.0% ↑
Relative Share		
	2011/12	Year-over-Year Change
Employment Benefits	12.8%	4.6 ↓
Support Measures: EAS	87.2%	4.6 ↑
Expenditures: \$44.8 Million ¹		
	2011/12 (\$ Million)	Year-over-Year Change
Employment Benefits	\$29.0	31.1% ↓
Support Measures: EAS	\$10.3	9.8% ↑
LMPs and R&I	\$5.5	2.1% ↑
Managing for Results		
Indicator	Total	
Active Claimants Served	11,834	
Returns to Employment	8,714	
Unpaid Benefits (\$ Million)	\$40.97	

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

7.1 Employment Benefits

Employment Benefits interventions fell to 6,635, representing just 12.8% of total interventions, down from a high of 18.9% in 2009/10. This decline is consistent with the trend of economic recovery in Manitoba. More Manitobans are using short-term measures and fewer are participating in Employment Benefits, due in part to the strength of Manitoba's economy and the expansion of employment opportunities.

With a very modest increase year over year, SD-A reached a 10-year high (3,690) and accounted for over half of all Employment Benefits interventions delivered during the year. That proportion reflected Manitoba's plan to expand apprenticeship opportunities to meet the needs of the labour market by addressing skill and labour shortages. Employment Benefits expenditures fell to \$29.0 million.

MANITOBA EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Wage Subsidies
SE	Self-Employment
JCPs	Employment Partnerships
SD	Skills Development

Support Measures

EAS	Employment Assistance Services
LMPs	Labour Market Partnerships
R&I	Research and Innovation

7.2 Support Measures: EAS

EAS interventions rose to a 10-year high of 45,013, accounting for 87.2% of all interventions, compared with a low of 81.1% in 2009/10. In keeping with the province's plan to optimize the existing labour supply, emphasis shifted toward Employment Services interventions. With more clients seeking access to job-focused employment preparation services, these interventions climbed 63.1% to a high of 28,462. At the same time, Individual Counselling interventions fell 32.7% to 16,551. Total EAS expenditures rose 9.8% to \$10.3 million.

7.3 Other Support Measures: LMPs and R&I

Manitoba's total expenditure for LMPs and R&I totalled \$5.5 million, accounting for 12.3% of total expenditures for EBSM-similar programming. While LMP expenditures increased 3.4% to \$4.7 million, R&I fell 5.4% to \$753,000.

7.4 Managing for Results

In 2011/12, Manitoba undertook a planning process to develop a more efficient client service model. As a result, Manitoba has defined a full-spectrum service response that takes a client from entry into the system through successful retention in the workplace. A multi-tiered approach to employment counselling will be applied, and the service response

will reflect the intensity of service that each client needs. Employer engagement is critical to getting clients into sustainable employment, and employer services will be delivered from Manitoba's integrated service locations. The province will start implementing the new model in late 2012/13.

8. Saskatchewan

Labour market conditions in Saskatchewan improved slightly in 2011/12. A modest increase pushed employment to a record high (527,100). In combination with a stable labour force, this resulted in a 9.2% decrease in unemployment. Consequently, the unemployment rate fell from 5.3% in 2010/11 to 4.8%.

Saskatchewan's economic growth has created demand for skilled workers in many sectors. At the same time, the province faces challenges, including high rates of unemployment among First Nations, Métis and youth, and a tightening of the labour supply with accompanying labour shortages. Saskatchewan recognizes the need to increase the delivery of individualized services for clients facing multiple employment barriers and to make the province's employment services more effective. To this end, Saskatchewan outlined five key strategic priorities: increase the labour force participation of its growing young First Nations and Métis populations; increase skill training opportunities to meet existing and future labour market demands; support an accessible advanced education system that responds to learners' needs and contributes to an innovative economy; attract and retain newcomers to the province; and improve the overall effectiveness of its employment services.

In 2011/12, the total number of clients served rose 9.7% to 14,762. After climbing to a high of 78.2% in 2007/08, active claimants' share of total clients fell to 72.0%, which was still slightly above the historical average. Similarly, the proportion of non-insured clients was slightly above average at 5.9%. Conversely, former claimants' share, at 22.1%, was slightly below average. These clients participated in 20,690 interventions, which was an increase of 17.7% year over year. As Saskatchewan's economy strengthened and jobs were more readily available, clients sought short-term EAS interventions to help them to return to the labour market, rather than accessing longer term training opportunities. Total expenditures for EBSM-similar programming fell 19.2% to \$37.8 million.

Saskatchewan EBSM Key Facts

Clients Served: 14,762		
EI	Non-Insured	
13,892 ↑	870 ↑	
Active	Former	Non-Insured
72.0% ↓	22.1% ↑	5.9% ↑
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
15.5% ↓	77.5% ↑	7.0% ↑
Interventions: 20,690		
	2011/12	Year-over-Year Change
Employment Benefits	8,396	5.6% ↓
Support Measures: EAS	12,294	41.7% ↑
Relative Share		
	2011/12	Year-over-Year Change
Employment Benefits	40.6%	10.0 ↓
Support Measures: EAS	59.4%	10.0 ↑
Expenditures: \$37.8 Million ²		
	2011/12 (\$ Million)	Year-over-Year Change
Employment Benefits	\$29.8	17.5% ↓
Support Measures: EAS	\$5.5	20.4% ↓
LMPs and R&I	\$2.5	33.5% ↓
Managing for Results		
Indicator	Total	
Active Claimants Served	10,624	
Returns to Employment	6,083	
Unpaid Benefits (\$ Million)	\$54.13	

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

8.1 Employment Benefits

The number of Employment Benefits interventions delivered in Saskatchewan fell to a three-year low of 8,396. In support of the province's emphasis on skill training opportunities to meet the continuing demand for apprentices in a growing economy, SD-A increased (+3.2%) to a record high of 6,702 (+209). Moreover, SD-A continued to account for the majority of Saskatchewan's Employment Benefits interventions, representing 79.8% of this year's total. At the same time, individuals with marketable skills were able to transition back into the labour market quickly;

therefore, fewer individuals sought longer term training opportunities. Consequently, SD-R interventions fell to an eight-year low of 1,566. SE also declined, falling to a four-year low. Saskatchewan discontinued the use of TWS in favour of maintaining support for apprentices. As a result, expenditures for Employment Benefits fell to \$29.8 million.

SASKATCHEWAN EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Job Start/Future Skills
SE	Self-Employment Program
JCPs	Employment Programs
SD	Skills Training Benefit Provincial Training Allowance

Support Measures

EAS	Workforce Development
LMPs	Sector Partnerships Regional Planning and Partnerships

8.2 Support Measures: EAS

In 2011/12, Saskatchewan shifted away from longer Employment Benefits interventions to shorter EAS interventions. The province delivered 12,294 EAS interventions in 2011/12, an increase of 41.7% year over year. The focus on delivering interventions for clients facing multiple barriers resulted in a significant increase in Employment Services (+351.2%) and Group Services interventions (+43.4%). Individual Counselling interventions fell 18.7%. Expenditures fell to \$5.5 million.

8.3 Other Support Measures: LMPs and R&I

Saskatchewan's combined expenditures for LMPs and R&I fell to \$2.5 million, accounting for 6.7% of the 2011/12 total, down from a peak of 19.3% in 2003/04. The province used LMP funding for needs assessments and human resource planning. These activities supported program alignment and effectiveness.

8.4 Managing for Results

Saskatchewan, Canada and five tribal councils committed to working together to increase the labour force participation of First Nations people. A steering committee will identify priority areas for collaboration, including youth career planning and skills development; strategies to address employment

and training barriers; short-term training in areas such as literacy, adult basic education and essential skills; and training and employment opportunities developed in partnership with the private and public sectors and industry.

9. Alberta

In 2011/12, Alberta's labour market strengthened on all key indicators. The labour force expanded (+2.8%) as employment reached a new peak of 2,110,700 (+3.9%) and unemployment decreased significantly (-12.8%). These shifts lowered the unemployment rate 0.9 percentage points to 5.3%, the largest decline among all P/Ts year over year.

Alberta identified skill and labour shortages, and low labour market participation of underrepresented groups, as two key challenges for 2011/12. Left unresolved, these issues threatened to constrain the province's economic growth and prosperity. To address rising labour shortages, Alberta planned to encourage increased labour force participation by responding to sector-specific employment and career needs through targeted interventions. To address the province's rising skills shortages, Alberta planned to help clients enter occupational skill training, with an emphasis on high-demand occupations, and to support apprenticeship training. Alberta also planned to emphasize labour market partnerships that would focus on increasing workplace training and skill development.

Alberta's strong labour market conditions resulted in lower demand for employment programs and services. A total of 127,458 clients participated in EBSM-similar programming in Alberta in 2011/12, which was a four-year low. The mix of client types changed considerably, as the share of active claimants fell to a low of 32.5%, compared with a high of 43.3% in 2002/03. Former claimants represented a high of 16.4%, up from a low of 11.7% in 2009/10. Non-insured clients, whose share has fluctuated from 44.3% to 52.7% over the past 10 years, represented 51.1% of clients served. These clients participated in 285,691 interventions, with total expenditures for EBSM-similar programming at \$106.9 million.

Alberta EBSM Key Facts

Clients Served: 127,458		
El	Non-Insured	
62,360 ↓		65,098 ↓
Active	Former	Non-Insured
32.5% ↓	16.4% ↑	51.1% ↑
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
23.7% ↓	67.2% ↑	9.0% ↑
Interventions: 285,691		
	2011/12	Year-over-Year Change
Employment Benefits	21,264	11.5% ↓
Support Measures: EAS	264,427	14.7% ↓
Relative Share		
	2011/12	Year-over-Year Change
Employment Benefits	7.4%	0.3 ↑
Support Measures: EAS	92.6%	0.3 ↓
Expenditures: \$106.9 Million ²		
	2011/12 (\$ Million)	Year-over-Year Change
Employment Benefits	\$76.5	33.2% ↓
Support Measures: EAS	\$29.6	18.1% ↓
LMPs and R&I	\$0.8	13.7% ↓
Managing for Results		
Indicator	Total	
Active Claimants Served	41,394	
Returns to Employment	25,776	
Unpaid Benefits (\$ Million)	\$223.61	

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

9.1 Employment Benefits

The number of Employment Benefits interventions fell to 21,264, and comprised just 7.4% of all interventions, down from a high of 13.3% in 2002/03. While the number of SD-A interventions decreased year over year, those interventions accounted for 84.1% of all Employment Benefits interventions, up

from 62.4% in 2002/03, underlining Alberta's commitment to supporting apprenticeship training. JCP interventions climbed 19.6% to 800, reflecting the province's emphasis on partnerships and on increasing labour force participation through targeted interventions. Employment Benefits expenditures totalled \$76.5 million.

ALBERTA EBSM-SIMILAR PROGRAMMING	
Employment Benefits	
TWS	Workplace Training
SE	Self Employment
JCPs	Integrated Training
SD	Occupational Training
Support Measures	
EAS	Career Information
LMPs	Workforce Partnerships

9.2 Support Measures: EAS

Though lower year over year, Alberta's 264,427 EAS interventions comprised 92.6% of total interventions, a share that was comparable to figures for the last three years. EAS expenditures totalled \$29.6 million.

9.3 Other Support Measures: LMPs

At \$833,000, Alberta's total expenditure for LMPs represented just 0.8% of total expenditures, down from 2.1% in 2007/08.

9.4 Managing for Results

Alberta is committed to the continual evaluation of the programs and services it provides under its LMDA. The province has implemented a plan to evaluate all LMDA-funded programs. It recently evaluated its Job Corps, Adult Basic Education and Integrated Training programs, and is currently evaluating its Workplace Training and Transitional Vocational Training programs.

10. British Columbia

British Columbia

EBSM Key Facts

Clients Served: 78,941		
El	Non-Insured	
49,873 ↓	29,068 ↓	
Active	Former	Non-Insured
46.7% ↓	16.4% ↑	36.8% ↑
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
19.3% ↑	68.8% ↑	11.8% ↑
Interventions: 119,958		
	2011/12	Year-over-Year Change
Employment Benefits	17,250	22.6% ↓
Support Measures: EAS	102,708	30.0% ↓
Relative Share		
	2011/12	Year-over-Year Change
Employment Benefits	14.4%	1.2 ↑
Support Measures: EAS	85.6%	1.2 ↓
Expenditures: \$267.3 Million ²		
	2011/12 (\$ Million)	Year-over-Year Change
Employment Benefits	\$141.6	24.2% ↓
Support Measures: EAS	\$114.8	11.7% ↓
LMPs and R&I	\$10.9	138.5% ↑
Managing for Results		
Indicator	Total	
Active Claimants Served	36,889	
Returns to Employment	33,580	
Unpaid Benefits (\$ Million)	\$146.43	

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

Labour market conditions improved in British Columbia in 2011/12. While the labour force was stable, employment rose 1.1%, reaching a new high of 2,284,500 (+24,400). As a result, unemployment declined 7.6% (-14,500) and the province's unemployment rate fell from 7.7% last year to a three-year low of 7.1%.

British Columbia continued to face several labour market challenges in 2011/12, including an aging workforce, a lack of skilled workers, and a shift from a resource-based economy to a knowledge and services economy. To address these challenges, the province identified key priorities for its labour market programming, which included developing and enhancing the skill level and labour market success of British Columbians; ensuring access to employment and labour market programs and services for underrepresented groups; and partnering with employers and communities to address workplace productivity and regional labour market needs. The province also planned to continue the development of its Labour Market Information Service through additional research and dissemination methods.

In April 2012, British Columbia introduced a new approach to delivering employment and training programs and services in the province. The Employment Program of British Columbia (EPBC) integrated EBSM-similar and provincial programs and services into a single, comprehensive employment program. EPBC services include self-serve job-search services, as well as client needs assessment, case management and other employment programming options to assist unemployed individuals to prepare for, find and maintain sustainable employment.

In 2011/12, 78,941 clients accessed EBSM-similar programming in British Columbia. A decline of 26.0% year over year, this figure mirrored the trend among the province's EI Part I recipients. Active claimants accounted for 46.7% of this total, 3.2 percentage points lower than the historical average for this group. Conversely, the share for former claimants was 16.4%, up from a low of 11.1% in 2008/09. Non-insured clients' share was slightly higher at 36.8%. These clients participated in 119,958 interventions, and expenditures totalled \$267.3 million.

BRITISH COLUMBIA EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Targeted Wage Subsidies
SE	Self-Employment
JCPs	Job Creation Partnerships
SD	Skills Development Employment Benefit

Support Measures

EAS	Employment Assistance Services
LMPs	Labour Market Partnerships Employer-Sponsored Training

10.1 Employment Benefits

As the economy and labour market continued to improve in 2011/12, both the number of Employment Benefits interventions and the number of EI Part I recipients declined. Most of the decline occurred in time-intensive interventions (SD-R and SE), with many clients opting for shorter interventions and a quicker re-attachment to the labour market. While the number of SD-A interventions also declined, SD-A continued to account for a large proportion of Employment Benefits interventions. This growing commitment to apprenticeship reflects the province's close collaboration with British Columbia's Industry Training Authority to support training in skilled trades. As part of this commitment, British Columbia developed a new Apprentice Online Application (AOP) that allows apprentices to apply for LMDA funding online. The AOP is convenient and quick; to date, almost 4,000 apprentice applications have been processed through the AOP. British Columbia's expenditures for Employment Benefits totalled \$141.6 million.

10.2 Support Measures: EAS

Similar to declines in Employment Benefits, declines in EAS interventions mirrored the trends observed among EI Part I recipients and in the overall labour market. The number of interventions fell to a four-year low of 102,708 and represented 85.6% of all interventions delivered in 2011/12, a share that was above the historical average for British Columbia. EAS expenditures totalled \$114.8 million.

10.3 Other Support Measures: LMPs

British Columbia's total expenditures for LMPs climbed to \$10.9 million and accounted for 4.1% of total expenditures, which was an historical high for this measure.

10.4 Managing for Results

As noted above, the launch of the EPBC was a key priority in 2011/12. The transition to the EPBC began with a request for proposals in March 2011. Successful organizations were announced in December 2011, after which agreements were developed, and comprehensive training and staffing strategies were developed and deployed. At the same time, nearly 400 LMDA contribution agreements were extended to ensure continuity of client service during the transition to the EPBC. Enhanced financial monitoring processes were introduced, which improved budget management for service providers and the

province. In addition, a centralized unit was created to manage the client-related activities that remained with the province under the EPBC.

While preparing for the new EPBC, the province continued to make continuity of service to unemployed British Columbians a primary focus. To maintain and improve operations during the transition period, the province established a performance management system. It monitored performance against achievable targets and reported regularly on balanced scorecard performance measures.

11. Northwest Territories

The labour market of the Northwest Territories continued to strengthen in 2011/12. There were gains in employment (+3.2% or 700) and the labour force (+4.1% or 1,000). Since the number of people joining the labour force outpaced the available employment opportunities, unemployment rose 17.9% (+ 300). As a result, the unemployment rate rose from 7.1% last year to 8.0%.

The Northwest Territories identified several labour market challenges in its 2011/12 LMDA annual plan. Among the most significant of these challenges were workforce mobility issues; ongoing skill shortages sparked by oil and gas exploration projects; and the need to provide information to help clients make informed labour market choices. To address these challenges, the territory planned to enhance skills development, facilitate workforce mobility and self-employment, foster opportunities for people to gain work experience, and support local labour market partnerships.

A total of 917 clients accessed EBSM-similar programming in the Northwest Territories in 2011/12. The proportion of non-insured clients, a group whose share has been on the rise for the past five years, rose to a new high of 47.7%. At the same time, the proportion of former claimants expanded to a nine-year high (16.7%). Conversely, the share of active claimants fell from a high of 88.8% in 2005/06 to a low of 35.7%. These clients participated in 1,273 interventions, with expenditures totalling \$2.9 million.

Northwest Territories

EBSM Key Facts

Clients Served: 917		
EI	Non-Insured	
480 ↓	437 ↑	
Active	Former	Non-Insured
35.7% ↓	16.7% ↑	47.7% ↑
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
35.0% ↑	61.4% ↓	3.2% ↓
Interventions: 1,273		
	2011/12	Year-over-Year Change
Employment Benefits	406	8.1% ↓
Support Measures: EAS	867	1.4% ↑
Relative Share		
	2011/12	Year-over-Year Change
Employment Benefits	31.9%	2.2 ↓
Support Measures: EAS	68.1%	2.2 ↑
Expenditures: \$2.9 Million ²		
	2011/12 (\$ Million)	Year-over-Year Change
Employment Benefits	\$1.8	15.8% ↓
Support Measures: EAS	\$0.9	9.9% ↓
LMPs and R&I	\$0.3	7.0% ↑
Managing for Results		
Indicator	Total	
Active Claimants Served	327	
Returns to Employment	202	
Unpaid Benefits (\$ Million)	\$2.34	

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

11.1 Employment Benefits

The number of Employment Benefits interventions delivered in the Northwest Territories declined to 406 and represented an historical low of 31.9% of total interventions. TWS accounted for 18.0% of these interventions and was the lone Employment Benefit that increased. All other Employment Benefit types had shares at or near the norm. Total expenditures for Employment Benefits were \$1.8 million.

NORTHWEST TERRITORIES EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Training on the Job Apprenticeship Training on the Job Youth Employment
SE	Self-Employment Option
SD	Building Essential Skills Building Essential Skills-Apprenticeship

Support Measures

EAS	Employment Assistance Services Career Development Service
LMPs	Labour Market Partnerships

11.2 Support Measures: EAS

Individual Counselling is the only type of EAS intervention delivered in the Northwest Territories. Since its introduction in the territory in 2006/07, the number of these interventions has gradually increased, climbing to 867 interventions in 2011/12, and 68.1% of total interventions. The shift away from Employment Benefits interventions toward EAS interventions reflects the emphasis the Northwest Territories has placed on assisting job-ready clients. EAS expenditures totalled \$862,000.

11.3 Other Support Measures: LMPs

The Northwest Territories' expenditures for LMPs rose to \$260,000 and accounted for 9.0% of total expenditures, which was below the 10-year average of 12.1%. This year, these funds were used to support a comprehensive review of labour force development needs. The NWT Mine Training Society, in collaboration with the Akitcho Territory Government, Dehcho First Nation, NWT Métis Nation and Tlicho Government, assessed anticipated needs over the next five to ten years. The results of the review will inform strategic planning and program delivery in the future.

11.4 Managing for Results

Planning and collaboration with Regional Training Partnerships helps the Northwest Territories meet the needs for labour market programming more effectively. Partnership groups in all five territorial regions meet regularly to plan and prioritize training needs to meet current and projected regional demands.

12. Yukon

Yukon

EBSM Key Facts

Clients Served: 669		
EI	Non-Insured	
402 ↑	267 ↑	
Active	Former	Non-Insured
45.6% ↓	14.5% ↑	39.9% ↑
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
22.0% ↓	62.7% ↓	14.3% ↑
Interventions: 727		
	2011/12	Year-over-Year Change
Employment Benefits	209	14.0% ↓
Support Measures: EAS	518	63.9% ↑
Relative Share		
	2011/12	Year-over-Year Change
Employment Benefits	28.7%	14.7 ↓
Support Measures: EAS	71.3%	14.7 ↑
Expenditures: \$3.5 Million ²		
	2011/12 (\$ Million)	Year-over-Year Change
Employment Benefits	\$2.1	4.5% ↓
Support Measures: EAS	\$1.2	1.4% ↓
LMPs and R&I	\$0.2	43.5% ↑
Managing for Results		
Indicator	Total	
Active Claimants Served	305	
Returns to Employment	270	
Unpaid Benefits (\$ Million)	\$2.57	

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

Labour market conditions in Yukon improved in 2011/12. The labour force expanded significantly (+5.6% or +1,100). At the same time, employment increased at a slightly slower pace (+5.2% or 900). Since employment growth lagged labour force expansion, unemployment increased slightly (+10.9% or +100). As a result, the unemployment rate rose from 6.0% in 2010/11 to 6.3%.

In 2011/12, the Yukon labour market faced shortages in both skills and labour. In response, Yukon planned to increase the participation of underrepresented groups and immigrants in the workforce to meet labour market requirements; enhance the quality of skills development; facilitate workforce mobility; and provide its clients with the information they need to make informed labour market choices. To achieve these objectives, Yukon planned to provide support and guidance to the Disability Employment Strategy, a community-driven initiative, and foster ongoing community engagement through its Labour Market Framework. In addition, Yukon planned to implement a new participant case management practice and system, and to begin redeveloping its EAS/case management program and network.

A total of 669 clients accessed EBSM-similar programming in Yukon in 2011/12. Non-insured clients represented 39.9% of this total, which was a three-year high. Despite stronger labour market conditions, Yukon still faced challenges in providing effective services to persons who are chronically unemployed due to multiple barriers, which the increased share of non-insured participants reflected. At 14.5%, the proportion of former claimants also increased, but at a slower pace. In contrast, the share of active claimants fell to 45.6%, a four-year low. These clients participated in 727 interventions, with expenditures totalling \$3.5 million.

12.1 Employment Benefits

Employment Benefits interventions dropped to a low of 209. The shares of three of the four interventions—SD-R, SE and TWS—were lower than average. In contrast, SD-A was well above average and reached a high of 69.4% of all Employment Benefits interventions. Yukon's increased emphasis on SD-A targeted the demand for skilled trades workers. JCPs were not offered in 2011/12. Expenditures for Employment Benefits totalled \$2.1 million.

YUKON EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Targeted Wage Subsidies
SE	Self Employment
JCPs	Job Creation Partnerships
SD	Skills Development Employment Benefit

Support Measures

EAS	Employment Assistance Services
LMPs	Labour Market Partnerships Employer-Sponsored Training

12.2 Support Measures: EAS

EAS interventions represented 71.3% of all interventions delivered in 2011/12. Yukon focused on providing additional support to individuals facing multiple barriers who were not ready to access the territory's stronger labour market. Accordingly, Yukon focused primarily on Employment Services, which represented 95.8% of all EAS interventions. This was the second consecutive year that Employment Services represented over 95.0% of EAS interventions. Since 2006/07, Individual Counselling's share has decreased from 47.4% to 4.2%. Expenditures were stable at \$1.2 million.

12.3 Other Support Measures: LMPs

In 2011/12, Yukon's total expenditures for LMPs rose to \$182,000 and accounted for 5.1% of total expenditures. LMP activities included an extensive review of the employment and employer engagement of individuals with disabilities.

12.4 Managing for Results

Yukon's strategic plan for 2011 to 2016 confirmed the territory's commitment to continuing work on a new case management database that will enhance its administrative and data collection systems and processes. This plan identifies the second set of performance indicators to be collected for all employment programs delivered in Yukon. In addition, Yukon plans to evaluate the impact and effectiveness of all LMDA programs as part of the ongoing LMDA evaluations.

13. Nunavut

Nunavut EBSM Key Facts

Clients Served: 276		
El	Non-Insured	
187 ↑	89 ↑	
Active	Former	Non-Insured
38.8% ↓	29.0% ↓	32.2% ↑
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
27.3% ↑	69.7% ↓	2.9% ↓
Interventions: 311		
	2011/12	Year-over-Year Change
Employment Benefits	140	9.1% ↓
Support Measures: EAS	171	125.0% ↑
Relative Share		
	2011/12	Year-over-Year Change
Employment Benefits	45.0%	21.9 ↓
Support Measures: EAS	55.0%	21.9 ↑
Expenditures: \$1.6 Million ²		
	2011/12 (\$ Million)	Year-over-Year Change
Employment Benefits	\$1.6	10.5% ↓
Support Measures: EAS	\$0	0.0% -
LMPs and R&I	\$0.014	42.7% ↓
Managing for Results		
Indicator	Total	
Active Claimants Served	107	
Returns to Employment	65	
Unpaid Benefits (\$ Million)	\$0.63	

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

Nunavut's labour market was slightly weaker in 2011/12, with extremely small changes resulting in a lower unemployment rate. Employment fell 1.3% to 11,600, while the labour force contracted 1.2%. The combination of these two relatively modest declines resulted in lower unemployment, and Nunavut's unemployment rate fell from 16.4% in 2010/11 to 16.0%.

In 2011/12, Nunavut continued to focus on preparing its labour force to meet the needs of its changing economy. Challenges the territory faced included low levels of literacy, educational attainment and job readiness, and skill shortages. Human resource management capacity also continued to be a challenge for enterprises in Nunavut. The territory planned to address these challenges by providing career development and employability services to new young workers. To address skill shortages, education and training remained high priorities. In addition to these priorities, Nunavut planned to increase its service delivery capacity through additional staff training and support.

A total of 276 clients accessed EBSM-similar programming in Nunavut in 2011/12. The proportion of two client types—active claimants (38.8%) and former claimants (29.0%)—declined year over year, while non-insured clients nearly doubled their share of total clients served. In total, clients participated in 311 interventions, with expenditures totalling \$1.6 million.

13.1 Employment Benefits

The number of Employment Benefits interventions delivered in Nunavut fell to a low of 140. SD-A interventions represented 30.7% of all Employment Benefits interventions, up from a low of 12.5% in 2009/10. At the same time, SD-R fell to a record low but still accounted for nearly half of all Employment Benefits interventions (44.3%) delivered during the year. TWS interventions increased sharply, jumping from 2 last year to 35, accounting for 25% of Employment Benefits interventions. Employment Benefits expenditures totalled \$1.6 million.

NUNAVUT EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Training on the Job
SE	Self-Employment Option
JCPs	Job Creation Partnerships
SD	Building Essential Skills

Support Measures

EAS	Employment Assistance Services
LMPs	Labour Market Partnerships
R&I	Research and Innovation

13.2 Support Measures: EAS

After falling to a record low of 76 last year, EAS interventions rose to 171 (+125.0%). Nunavut field employees deliver EAS directly to clients; therefore, there are no LMDA expenditures associated with delivering these interventions.

13.3 Other Support Measures: R&I

Nunavut's total expenditures for R&I were \$14,000, less than 1% of the territory's 2011/12 total.

13.4 Managing for Results

Nunavut committed to improving education and training outcomes by supporting a wider range of options for education, adult learning and training. In its 2011/12 LMDA annual plan, Nunavut made it a priority to improve harmonization in the delivery of labour market and career development services and programs.

III. EBSM EVALUATION: NATIONAL ANALYSIS OF MEDIUM-TERM NET IMPACTS

As part of the second cycle of LMDA evaluations, a quantitative analysis of net impacts and outcomes will be conducted each year for different sub-groups of participants and/or time periods. Marking the first time these results have been included in this report, this year's analysis measures EBSM net impacts for active claimants over the medium term (five years after they participated in EBSMs). This analysis provides a unique picture of EBSM effectiveness and shows whether the short-term impacts found in the first summative evaluation cycle were sustained over the medium term.

1. Background on LMDA Evaluations

The LMDAs call for evaluations of the impacts and effectiveness of EBSMs every three to five years. Between 2001 and 2011, bilateral summative evaluations were conducted in each province and territory, except Quebec, which is responsible for its own evaluation. The second cycle of evaluations was launched in early 2012 using a new approach: ongoing studies for the 12 participating provinces and territories will be done simultaneously over the next five years. These studies will include an annual analysis of net impacts and outcomes, and their results will be presented in this report.

2. Study Approach and Methodology

The purpose of the net impact analysis is to allow direct attribution of impacts to the EBSMs by assessing the difference participation makes, compared with non-participation¹².

This year's analysis covered a sample of 10% of all active claimants from all 13 P/Ts,¹³ for a total of 35,863 participants who ended their EBSM participation in 2001/02 or 2002/03. Net impacts were estimated using linked administrative data from the EI databank and the Canada Revenue Agency. Overall, this methodology is consistent with the methods used during the summative evaluations.

¹² Net impacts represent the difference between the participants' outcomes before and after their participation period minus the difference between the non-participants' outcomes before and after the participation period.

¹³ Participants in Quebec were included in the national level analysis.

3. Net Impact Results

Net impacts were measured separately for each EBSM against four outcome indicators:

- annual average incidence of employment (i.e., incidence of earning money from employment and/or self-employment);
- annual average employment earnings (including earnings from both employment and self-employment);
- annual average number of weeks in receipt of EI; and
- annual average amount of EI benefits received.

This section discusses statistically significant results at the 95% confidence level.

3.1 Skills Development (SD)

Results from the summative evaluations showed that SD was the most effective EBSM in increasing the employment earnings of active claimants. The national analysis, which was conducted on 12,327 active claimants, confirmed this finding. Participation in SD led to net increases in employment earnings in each year of the post-program period, and these gains were the highest among active claimants who participated in all types of EBSMs. Moreover, the annual net earnings gains steadily increased between the second and fifth years after participation, rising from \$1,910 to \$4,062. The impact found in the first year was not statistically significant.

These increases in employment earnings were accompanied by net gains in the incidence of employment in all years of the post-program period, indicating that the overall employment duration of active claimants increased.¹⁴ As shown in Table 1, annual net gains in the incidence of employment increased over the period, from 4.2 percentage points in the first year to 5.7 percentage points in the fifth year.

The positive effects on earnings and incidence of employment may be partially explained by the focus of many SD interventions on obtaining credentials. The surveys conducted during the summative evaluation in four jurisdictions showed that between 73% and 78% of participants received a certificate or a diploma as a result of the training they received under SD.¹⁵ As reported in a study from the Organisation for Economic Co-operation and Development (OECD), such credentials may signal participants' productivity to prospective employers.¹⁶

Active claimants reduced their use of EI in the first year following the end of their participation, with a net reduction of \$343 in EI benefits and of 1.4 weeks in receipt of EI. In the third, fourth and fifth years, there were very modest net increases ranging between \$99 and \$111 in the amount of EI benefits collected. The net impact on the amount of EI benefit collected in the second year was not statistically significant. As well, the net impacts on the number of weeks in receipt of EI were not statistically significant in the last four years of the post-program period.

TABLE 1
Net Impacts for SD
(12,327 Participants)

Indicators (Average Per Year)	Post-Program Period				
	1 st Year	2 nd Year	3 rd Year	4 th Year	5 th Year
Employment Earnings	\$925	\$1,910*	\$2,692*	\$3,390*	\$4,062*
Incidence of Employment	4.2 pp*	4.4 pp*	5 pp*	5.7 pp*	5.7 pp*
EI Benefits	-\$343*	\$59	\$99*	\$111*	\$104*
Number of Weeks in Receipt of EI	-1.4*	-0.1	0	0.1	0.1

pp = percentage points

*Statistically significant results at the 95% confidence level.

¹⁴ Increases in net employment earnings along with increases in the net incidence of employment indicate an increase in employment duration for EBSM participants.

¹⁵ A trade certificate was the credential that respondents most frequently obtained.

¹⁶ John R. Martin and David Grubb, *What Works and for Whom: A Review of OECD Countries' Experiences With Active Labour Market Policies* (Paris: OECD, 2001).

SD results reflect those of studies from other OECD countries, which show that public training programs have positive labour market impacts on the employment and earnings of adult participants.¹⁷ Interestingly and somewhat in line with the results found in the national analysis, a meta-analysis of 97 micro-econometric evaluations of active labour market policies in various countries reported that classroom and on-the-job training programs were more likely to yield better outcomes 12 to 24 months after participation than in the shorter term.¹⁸

3.2 Targeted Wage Subsidies (TWS)

The analysis covered 1,692 active claimants. While the short-term net impacts on employment earnings were not statistically significant, the results show that TWS had positive net impacts on this indicator starting in the third year following the end of participation. As shown in Table 2, these net impacts increased over the last three years of the post-program period from \$955 to \$1,373.

Annual net gains in incidence of employment ranging between 7.1 and 8.3 percentage points were found in each of the five years that followed the end of participation. These gains were the highest among results for active claimants in all EBSMs.

There were net increases in the use of EI benefits (ranging from \$408 to \$679) and in the number of weeks in receipt of EI (ranging from 1.7 to 2.5 weeks) in all years after participation. Increases in EI use were also found in the summative evaluations

and are not surprising, since participants gain EI eligibility during the work experience provided under TWS. Although the net impacts on employment earnings and incidence of employment show that TWS participants had employment gains, some participants may still lose their employment and re-apply for EI benefits.

The summative evaluations indicate that TWS increased the employment earnings of active claimants, though the results for most P/Ts were not statistically significant. The national results presented here confirm this trend and show that TWS also increased the incidence of employment. These findings are consistent with studies of wage subsidies in other OECD countries, which generally indicate that participation in such programs results in modest gains in employment.¹⁹

3.3 Self-Employment (SE)

The national analysis covered 1,530 active claimants who participated in SE. Similar to findings from the summative evaluations, the national analysis found negative net impacts on earnings ranging from a decrease of \$9,118 in the first year to a decrease of \$4,397 in the fifth year after participation. There were also net decreases in the incidence of employment ranging from 7.5 percentage points in the first year to 2.5 percentage points in the third year. The results for the fourth and fifth years were statistically non-significant. Overall, for both earnings and incidence of employment, the size of the annual impacts continuously diminished over the post-program period.

TABLE 2
Net Impacts for TWS
(1,692 Participants)

Indicators (Average Per Year)	Post-Program Period				
	1 st Year	2 nd Year	3 rd Year	4 th Year	5 th Year
Employment Earnings	\$511	\$425	\$955*	\$1,326*	\$1,373*
Incidence of Employment	8.3 pp*	7.1 pp*	8 pp*	7.6 pp*	7.3 pp*
EI Benefits	\$482*	\$408*	\$474*	\$615*	\$679*
Number of Weeks in Receipt of EI	2.5*	1.7*	1.7*	1.8*	1.9*

pp = percentage points

*Statistically significant results at the 95% confidence level.

¹⁷ HRSDC, *Technical Report on the Literature Review of Active Labour Market Policies* (Ottawa: HRSDC, Evaluation Directorate, 2011).

¹⁸ David Card, Jochen Klueve and Andrea Weber, *Active Labour Market Policy Evaluations: A Meta-Analysis* (Bonn: Institute for the Study of Labour (IZA), Discussion Paper No. 4002, February 2009).

¹⁹ HRSDC, *Technical Report on the Literature Review of Active Labour Market Policies* (Ottawa: HRSDC, Evaluation Directorate, 2011).

TABLE 3
Net Impacts for SE
(1,530 Participants)

Indicators (Average Per Year)	Post-Program Period				
	1 st Year	2 nd Year	3 rd Year	4 th Year	5 th Year
Employment Earnings	-\$9,118*	-\$8,235*	-\$6,686*	-\$5,250*	-\$4,397*
Incidence of Employment	-7.5 pp*	-4.3 pp*	-2.5 pp*	-2.1 pp	-1.0 pp
EI Benefits	-\$1,250*	-\$799*	-\$640*	-\$478*	-\$286*
Number of Weeks in Receipt of EI	-3.7*	-2.2*	-1.6*	-1.0*	-0.4

pp = percentage points

*Statistically significant results at the 95% confidence level.

SE resulted in reduced use of EI benefits and weeks; however, similar to earnings and incidence of employment, the size of the impact decreased significantly over time. The use of EI benefits diminished from a decrease of \$1,250 in the first year to a decrease of \$286 in the fifth year after participation. The number of weeks in receipt of EI diminished from a decrease of 3.7 weeks in the first year to a decrease of 1 week in the fourth year. The result for the fifth year was not statistically significant. Reductions in EI use were expected, as self-employed individuals were not eligible to receive EI benefits during the reference period.

In both the summative evaluations and the national analysis, the net impacts of SE were measured relative to a comparison group of non-participants who were not necessarily self-employed after the participation period. In this context, the analysis assessed whether obtaining help to become self-employed improves participants' labour market situation after their program participation in comparison to non-participants who ended up in various employment or unemployment situations after the participation period.

In order to better understand the national net impacts of SE, it is important to also consider research about the financial well-being of self-employed individuals in general. A study from Statistics Canada showed that self-employed individuals in Canada have a lower average annual

income than paid employees (\$46,200 versus \$52,400 in 2009).²⁰ At the same time, the average net worth of their households is 2.7 times that of the households of paid employees, indicating that income is probably not fully representative of the financial well-being of the self-employed, since some may leave funds within their business for reinvestment purposes.²¹ In this regard, when interpreting SE results, one should consider that the tax files used to measure earnings do not account for all of the fiscal advantages applicable to self-employed individuals and for the net worth created through their businesses.

Various factors, such as the economic context and the financial resources of the self-employed, may have an impact on business survival and SE participants' success. While it was not possible to assess the survival rate of businesses created by SE participants, there are indications that those who remained self-employed over the post-program period were able to improve their earnings from self-employment over time.²² Specifically, the proportion of participants who reported having earnings from self-employment (either positive earnings or loss) in the post-program period fell from 52% to 38%, but the actual amount of annual earnings from self-employment increased slightly. Overall, however, a small proportion of SE participants' total average earnings came from self-employment (between 19% and 28%).

²⁰ Sébastien LaRochelle-Côté and Sharanjit Uppal, "The Financial Well-Being of the Self-Employed," *Perspectives on Labour and Income*, September 2011 (Ottawa: Statistics Canada).

²¹ Ibid.

²² Assessing the survival rates of businesses created by SE participants would require the conduct of a large and costly survey.

Current SE evaluation evidence provides a partial picture of the extent to which this EBSM helps to provide sustainable employment to its participants. A more complete assessment would require an examination of the survival rate of businesses, the influence of external and personal factors on business success, and participants' wealth accumulation. Also, little is currently known about the type of assistance provided under SE, how it is targeted and delivered, and the business concepts that participants develop. To fully measure SE success and to assess whether changes to the program may be warranted, HRSDC will undertake a detailed study of program design, delivery, effectiveness and longer term net impacts within the next two years of the second cycle of LMMA evaluations.

3.4 Job Creation Partnerships (JCP)

The summative evaluations did not permit the identification of clear trends about JCP effectiveness because the net impacts were quite varied and often not statistically significant.

The national net impact analysis covered 733 active claimants. It showed that JCP had positive impacts on the earnings and incidence of employment of active claimants. Similar to the results found in the summative evaluations, which generally covered up to three years after participation, the net impacts on employment earnings were not statistically significant in the first two years. Net gains were found in all other years and these continuously increased over time, rising from \$1,305 in the third year to \$3,262

in the fifth year. The incidence of employment increased in all years, with annual net impacts ranging between 3.4 and 6.2 percentage points.

The amount of EI benefits collected decreased by \$257 in the first year post-program, while the net impact on the number of weeks in receipt of EI during that year was statistically non-significant. The use of EI increased over the following years, rising from \$418 and 2.1 weeks in the second year to \$914 and 3.3 weeks in the fifth year.

The positive effects on employment earnings and incidence of employment vary from those in the international literature, which generally shows that public service employment programming similar to JCP is relatively ineffective or has the least favourable impacts of all active labour market programs.²³ Interestingly, the net impacts of JCP are within ranges similar to the impacts of SD and TWS.

The JCP national net impacts suggest that further examination of this intervention is required. In particular, the net impacts should be examined using administrative data for 100% of JCP participants across the country. Since the national analysis showed that JCP participants increased their use of EI and had relatively strong EI dependence compared with other EBSM participants, there is a need to conduct a detailed analysis of key characteristics of JCP participants, their employment and unemployment patterns following participation, and the types of jobs created under JCP.

TABLE 4
Net Impacts for JCP
(733 Participants)

Indicators (Average Per Year)	Post-Program Period				
	1 st Year	2 nd Year	3 rd Year	4 th Year	5 th Year
Employment Earnings	\$835	\$925	\$1,305*	\$2,071*	\$3,262*
Incidence of Employment	3.5 pp*	3.4 pp*	4.4 pp*	43.6 pp*	76.2 pp*
EI Benefits	-\$257*	\$418*	\$539*	\$572*	\$914*
Number of Weeks in Receipt of EI	0.4	2.1*	2.5*	2.5*	3.3*

pp = percentage points

*Statistically significant results at the 95% confidence level.

²³ HRSDC, *Technical Report on the Literature Review of Active Labour Market Policies* (Ottawa: HRSDC, Evaluation Directorate, 2011). David Gard, Jochen Kluge and Andrea Weber, *Active Labour Market Policy Evaluations: A Meta-Analysis* (Bonn: Institute for the Study of Labour (IZA), Discussion Paper No. 4002, February 2009).

TABLE 5
Net Impacts for EAS
(19,581 Participants)

Indicators (Average Per Year)	Post-Program Period				
	1 st Year	2 nd Year	3 rd Year	4 th Year	5 th Year
Employment Earnings	-\$501*	-\$82	\$259	\$770*	\$1,048*
Incidence of Employment	2.5 pp*	2.6 pp*	2.5 pp*	2.8 pp*	3.1 pp*
EI Benefits	-\$363*	-\$231	-\$205*	-\$188*	-\$129*
Number of Weeks in Receipt of EI	-1.2*	-0.7*	-1*	-1*	-0.4*

pp = percentage points

*Statistically significant results at the 95% confidence level.

3.5 Employment Assistance Services (EAS)

Net impacts generated as part of the summative evaluations for participants who only received EAS (referred to as EAS-only) were often not statistically significant. As a result, it has been difficult to identify any clear trends about the effectiveness of this support measure, though there were some indications that these services may increase the earnings of active claimants.

The national analysis covered 19,581 active claimants who received EAS only. As shown in Table 5, EAS-only participation led to a net decrease of \$501 in employment earnings in the first year after participation, while results in the second and third years were statistically non-significant. Net gains of \$770 and \$1,048 were found in the fourth and fifth years, respectively. The incidence of employment increased in all post-program years, with annual net gains ranging between 2.5 and 3.1 percentage points. Specifically, the annual net impacts ranged from a decrease of \$363 and 1.2 weeks in the first year to a decrease of \$129 and 0.4 week in the fifth year.

These findings reflect general trends identified in studies in other countries, which usually found that employment services similar to EAS could have positive impacts.²⁴

4. Conclusion

In summary, with the exception of SE, the results of this national analysis are generally positive and show the following:

1. SD increased employment earnings and the incidence of employment over both the short and medium terms. SD participation led to the largest net employment earnings increases among all EBSMs. It is also notable that these net impacts on earnings continuously grew over the five years that followed the end of participation.
2. TWS increased employment earnings in the medium term and the incidence of employment over both the short and medium terms. It resulted in the largest increases in incidence of employment among all EBSMs.
3. Self-Employment had large negative impacts on employment earnings and incidence of employment, but the size of the impacts diminished over time. However, the analysis provides only a partial picture of SE effectiveness, as it does not capture the influence of other factors—such as business success and wealth accumulation—on SE participants' success. These factors will be examined in detail in the coming years.
4. JCP increased employment earnings in the medium term and increased the incidence of employment over both the short and medium terms.
5. EAS increased employment earnings in the medium term and increased the incidence of employment in both the short and medium terms.

²⁴ HRSDC, *Technical Report on the Literature Review of Active Labour Market Policies* (Ottawa: HRSDC, Evaluation Directorate, 2011).

IV. PAN-CANADIAN ACTIVITIES AND THE NATIONAL EMPLOYMENT SERVICE

This section analyzes pan-Canadian activities that are delivered by HRSDC and supported by EI Part II funds.

While P/Ts have full responsibility for designing and delivering EBSM-similar programming, Canada plays a leadership role in active employment measures by ensuring accountability and evaluation of LMDA programming, and by developing labour market policy. In addition, the federal government plays a primary role in responding to challenges that extend beyond local and regional labour markets by delivering pan-Canadian activities and certain functions of the National Employment Service.

Pan-Canadian activities fulfill three primary objectives:

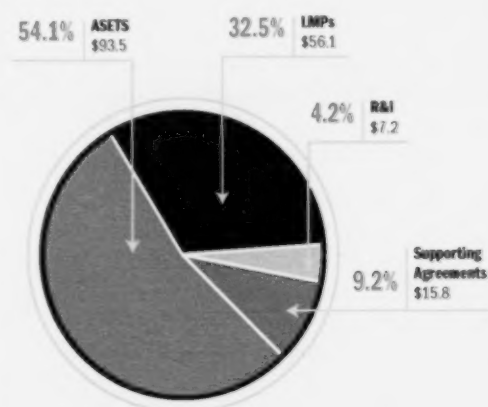
- promoting an efficient and integrated national labour market, and preserving and enhancing the Canadian economic union;
- helping address common labour market challenges and priorities of international or national scope that transcend provincial borders; and
- promoting equality of opportunity for all Canadians with a focus on helping underrepresented groups reach their full potential in the Canadian labour market.

Pan-Canadian funding is focused on four streams of investment:

- Aboriginal Programming;
- Enhancing Investments in Workplace Skills;
- Finding Innovations and Supporting Agreements with P/Ts and Aboriginal Peoples; and
- Labour Market Information.

In 2011/12, investments in these four streams totalled \$172.8 million, delivered through the Aboriginal Skills and Employment Training Strategy (ASETS—\$93.5 million), Labour Market Partnerships (LMPs—\$56.1 million), Supporting Agreements (\$15.8 million), and Research and Innovation (R&I—\$7.2 million).²⁵

CHART 5
Pan-Canadian Expenditures, 2011/12 (\$ Million)



1. Aboriginal Programming

Pan-Canadian funding in the Aboriginal Programming stream is delivered through the Aboriginal Skills and Employment Training Strategy (ASETS). The objective of ASETS is to increase Aboriginal participation in the Canadian labour market, ensuring that First Nations, Inuit and Métis people are engaged in sustainable, meaningful employment.

ASETS, which replaced the Aboriginal Human Resource Development Strategy (AHRDS) in 2010, aims to improve labour market outcomes by supporting demand-driven skills development, fostering partnerships with the private sector and P/Ts, and emphasizing increased accountability and results. It also supports the development of a skilled Aboriginal workforce, which is one of the objectives of the Federal Framework for Aboriginal Economic Development.

ASETS supports a network of more than 80 Aboriginal service delivery organizations (agreement holders), with over 800 points of service across Canada. These organizations help develop and deliver training and employment programs and services that are best suited to the unique needs of their clients. These programs and services help Aboriginal clients prepare for, obtain and maintain meaningful and sustainable employment, and assist Aboriginal youth to make the successful transition from school to work, or support their return to school.

²⁵ Expenditures reported in Chart 5 and Annex 3.12 do not include administrative costs; therefore, total actual expenditures are higher.

Pan-Canadian Programming in Action: Centre for Aboriginal Human Resource Development

The Centre for Aboriginal Human Resource Development (CAHRD) Inc. is a non-profit organization that delivers education, training and employment services to the Aboriginal population of Winnipeg. CAHRD delivers human resource and labour market programs, employment services, and training through the Neeginan Institute. CAHRD also delivers programs through partner organizations, such as Aboriginal community organizations, training institutes and other community-based organizations. In 2011/12, CAHRD assisted 1,330 clients, placed 334 Aboriginal people in employment and supported 254 Aboriginal people returning to school through nine locations in the Winnipeg area.

In 2011/12, ASETS funding served more than 49,000 clients, helping almost 12,000 to find jobs and more than 6,000 to return to school. In addition, funding was provided for 8,500 childcare spaces in First Nations and Inuit communities. Canada's 2011/12 investment in ASETS totalled \$344.4 million, which included expenditures of \$93.5 million in EI Part II funds.

2. Enhancing Investments in Workplace Skills

This investment stream helps the federal government ensure that Canada's labour market functions as an integrated national system by working toward the following:

- removing barriers and impediments to labour mobility;
- building capacity among workplace partners to improve skills development as a key factor in increasing productivity;
- leveraging investment in and ownership of skills issues, especially in addressing skills and labour shortages; and
- supporting efforts to ensure Canada's learning system is responsive to employers' skills requirements.

Activities supported through this investment stream complement other labour market programming, including programs funded through the Consolidated Revenue Fund (CRF). In 2011/12, EI Part II expenditures for this investment stream totalled \$61.6 million.

2.1 Sectoral Partnerships Initiatives

Sectoral Partnerships Initiatives (SPI) funding supports activities in two areas: the Sector Council Program and Skills Tables. In 2011/12, EI Part II expenditures under SPI agreements totalled \$35.3 million.

2.1.1 Sector Council Program

The CRF-funded Sector Council Program (SCP) supports partnerships with organizations that bring business, labour and education together to address issues unique to specific industrial sectors. In 2011/12, the SCP covered over 50% of the Canadian labour market through a network of 36 national, non-profit sectoral organizations. Sector council members develop collective and sustainable solutions by sharing ideas, concerns and perspectives about industrial challenges.

Sector council activities have traditionally had four main objectives:

- ensuring that industry requirements are met by informing the learning system;
- reducing barriers to labour mobility, leading to a more efficient labour market;
- enhancing the ability of industry to recruit and retain workers and address human resource issues; and
- increasing industry investment in skills development to promote a quality workforce.

Through its network of sector councils, the SCP works to achieve these objectives by:

- supporting the development of labour market information to help stakeholders better understand economic and labour market conditions;
- exploring cross-sectoral links with other sector councils; and
- ensuring that sector council activities align with P/T investments in skills development, including apprenticeship training.

To measure results, the SCP administers the Annual Survey of Performance Indicators (ASPI), which collects data on the outputs of sector councils and the EI-funded projects that they manage, as defined in the Sector Council Generic Logic Model. These data measure the performance of the SCP against predetermined immediate outcomes and, to a lesser extent, intermediate outcomes. In 2011/12, highlights of the ASPI included:

- Sectors had access to 528 relevant and up-to-date labour market and sector study reports.
- On average, each sector council had partnerships with 2,692 stakeholders.
- Councils leveraged \$38.3 million in stakeholder investments, comprising \$27.8 million in cash and \$10.5 million in in-kind contributions. Over the past four years, they leveraged a total of \$168.9 million.
- Nineteen councils developed or upgraded occupational standards, or helped other organizations do so.

HRSDC regularly undertakes strategic reviews to ensure programs and services are focused, modern and efficient; continue to respond to the priorities of Canadians; and align with core federal responsibilities. In 2010, HRSDC conducted a strategic review that included a detailed assessment of the SCP. It concluded that this program should be refocused on core federal roles representing a public good—specifically, the provision of labour market information (LMI). As a result, core operational funding to sector councils, as well as funding for projects not consistent with the new program parameters, was to be phased out by March 31, 2013.

With its refocused mandate, the program will be referred to as the Sectoral Initiatives Program, and will be targeted toward emerging and growing labour market needs. The refocused program will be based on a competitive process open to organizations that can deliver national partnership-based projects to develop labour market intelligence, national occupational standards and certification/accreditation regimes for sectors of economic interest.

Pan-Canadian Programming in Action: Mining Industry Human Resources Council (MiHR)

This sector council is a recognized leader in the development and implementation of national human resource solutions for the Canadian minerals and metals industry. MiHR contributes to the strength, competitiveness and sustainability of the Canadian mining sector by actively engaging and working with employers, educators, organized labour and Aboriginal groups, among others, to develop solutions tailored to human resources needs in the mining sector.

With the support of EI funding, MiHR has established the Canadian Mining Certification Program (CMCP) as a nationwide initiative that provides all industry players with comprehensive, objective ways to verify the skills, knowledge and experience of workers; target training requirements; and enable workers from other industries to make smooth transitions to jobs in the Canadian mining industry.

2.1.2 Skills Tables

In addition to sector councils, SPI supports skills tables, which are time-limited, industry-driven, cross-sectoral partnerships aimed at developing shared and coordinated responses to human resource and skills needs. There are currently two skills tables: the Asia-Pacific Gateway Skills Table (APGST) and the Yukon Skills Table Committee.

Established in fall 2011, the Yukon Skills Table Committee works across sectors (industry/employers, Aboriginal organizations and communities, federal/territorial governments, and the learning system) to address key labour market and skills development priorities. The Skills Table Committee complements the priorities of Yukon's Labour Market Framework and enables more effective coordination of programs, services and tools among key labour market partners. To date, the Yukon Skills Table Committee has completed a labour market planning and needs forecast, and HRSDC is considering prospective Yukon projects associated with labour demand, supply and migration trends, and the development of an online information portal.

Located in British Columbia and established in fall 2008, the APGST is a non-profit regional partnership of labour, business and education/training institutions. It responds to human resource and skills development pressures associated with major infrastructure projects supporting the Asia-Pacific Gateway Corridor, a critical network of intermodal transport systems supporting trade and commerce in Canada and with Asian and North American markets. Under the auspices of the Government of Canada's Asia-Pacific Gateway and Corridor Initiative, HRSDC and Transport Canada have provided close to \$4.8 million to the APGST since 2008—including \$906,390 in 2011/12—to fund industry-related LMI, certification/training strategies and recruitment initiatives. As is the case with sector councils, HRSDC core funding for the APGST is winding down in March 2013.

2.1.3 Skilled Trades and Apprenticeship, and the Red Seal Program

Apprenticeships are essential to building a highly skilled and mobile trades workforce that supports Canadian competitiveness. The Interprovincial Standards Red Seal program is Canada's standard of excellence for training and certification in the skilled trades, and provides a vehicle to promote harmonization. Recognized in the Agreement on Internal Trade (Chapter 7), the program is a well-established means of developing common interprovincial standards for trades. In most P/Ts, the Red Seal examination is used as the certification exam for Red Seal trades.

Under this program, experienced tradespeople and apprentices who have completed their training may challenge the interprovincial Red Seal examination. If successful, they receive a Red Seal endorsement on their provincial or territorial certificate of qualification. When presented with this endorsement, employers are assured that potential employees have met a pan-Canadian standard. Each year, more than 40,000 completing apprentices and qualified uncertified tradespeople from across Canada write Red Seal examinations, and more than 25,000 Red Seals are issued. This number has steadily increased over the past decade. Apprenticeship is closely tied to economic and labour market conditions, and new apprenticeship registrations are back on the rise following a decline during the late-2000s recession.

The Red Seal Program: The Numbers

According to Statistics Canada, there were 327,339 apprentices registered at the end of 2010, a decrease of 3.8% compared with 2009. Of that total, 259,977 apprentices (or approximately 79%) were in Red Seal trades. A total of 36,009 apprentices completed their program in 2010, representing a significant 16.6% increase over the previous year and a 95.7% increase since 2000. Of those apprentices who finished in 2010, 29,421 completed a Red Seal trade, representing 81.7% of all completions and an increase of 13.2% since the previous year. In 2010, women accounted for 13.4% of all registered apprentices.

The Canadian Council of Directors of Apprenticeship (CCDA), comprising the apprenticeship authorities from each P/T and representatives from HRSDC, administers the Red Seal program. In addition to functioning as the national secretariat—providing administrative, operational and strategic support—HRSDC provides significant funding (approximately \$8 million annually) for the Red Seal program.

The Red Seal program currently covers 55 skilled trades, which encompass approximately 80% of registered apprentices.²⁶ HRSDC works closely with industry experts and apprenticeship authorities to coordinate the development of high-quality Red Seal products, including National Occupational Analyses (NOAs) and interprovincial examinations. These products are updated periodically to reflect evolving labour market needs. Because each P/T needs standards and examinations to certify thousands of apprentices and trade qualifiers each year, the collaboration involved in developing interprovincial Red Seal standards and examinations results in significant economies of scale.

Service standards are critical in planning and ensure that all Red Seal products are up to date, continually reflecting the skills and knowledge of the trades workforce. The Red Seal program also encourages the harmonization of apprenticeship training outcomes through interprovincial program guides (IPGs), which P/Ts use to inform the in-school portion of apprenticeship programs. Federal support also allows for the integration of essential skills into apprenticeship systems. Tools and resources to help Red Seal trades apprentices build their essential skills are developed jointly with apprenticeship

²⁶ Source: 2010 Registered Apprentice Information System, Statistics Canada.

The Red Seal Program and Pan-Canadian Research

National Apprenticeship Survey (NAS)

The NAS (2007) surveyed 30,000 apprentices on their apprenticeship experience and labour market outcomes. The CCDA delved into the findings, producing nine in-depth studies. These studies are now available online at <http://www.red-seal.ca/images/NAS-Reports-Eng.html>.

Registered Apprenticeship Information System (RAIS)

There are 13 apprenticeship systems in Canada. Each year, Statistics Canada conducts a survey for HRSDC using the RAIS. The survey obtains information on participants in apprenticeship and certification programs in P/Ts across Canada. It compiles data on the number of registered apprentices taking in-class and on-the-job training in Red Seal and non-Red Seal trades, whether apprenticeship training is compulsory or voluntary. The survey also collects information such as gender, age, date of registration, time of completion and reasons for leaving an apprenticeship program, as well as prior education, work and training experience.

authorities and HRSDC's Office of Literacy and Essential Skills. In 2011/2012, new exam banks were developed for 14 trades, and 12 new NOA standards and three IPGs were published. NOAs, IPGs, Red Seal examination preparation material and essential skills resources are available on the Red Seal web site at www.red-seal.ca.

Labour shortages in the skilled trades are more pronounced in some regions and sectors (e.g., construction, oil sands and mining), and governments are committed to developing a skilled and mobile workforce to meet the needs of the labour market. To ensure that the Red Seal program continues to respond to labour market needs, the CCDA is enhancing its accountability and outreach by engaging stakeholders in its strategic directions and key initiatives. In 2009, the CCDA launched the Strengthening the Red Seal Initiative to explore an enhanced standards model and multiple forms of assessment in addition to written multiple-choice examinations. In the initial phase of this initiative, the CCDA gathered information and feedback through multiple assessment pilots, national in-person consultation sessions and an online survey. Based on this information and feedback,

the CCDA approved short-term (October 2011 to March 2013) activities that include identifying an optimal structure, content and development process for a national standard; analyzing the costs of current Red Seal product development processes, the piloted processes and an enhanced standard prototype process; and studying the feasibility of implementing an enhanced standard and assessment model in P/Ts. The CCDA is also developing a branding strategy, informed by 2010 employer survey results, to increase awareness of the Red Seal program as a standard of excellence for the skilled trades.

The Red Seal program is the main delivery platform for federal measures such as Apprenticeship Incentive Grants and the Apprenticeship Job Creation Tax Credit for employers. Tying these incentives to designated Red Seal trades promotes interprovincial mobility and national standards.

2.2 Youth Awareness

The national Youth Awareness program provides financial assistance for projects designed to address community labour market issues. Through job fairs and promotional events, this program aims to raise awareness among employers and communities that young people are the labour force of the future. In 2011/12, program priorities included raising awareness of skilled trades and technologies among youth, and improving opportunities for youth in small rural communities. Delivered at the national, regional and local levels, Youth Awareness leverages funds from many sources, including P/Ts. In 2011/12, Youth Awareness expenditures supported 195 projects and totalled \$8.1 million.

2.3 National Occupation Classification (NOC)

The National Occupational Classification (NOC) is Canada's occupational information infrastructure. It specifies and describes 500 distinct occupations according to skill type and skill level, detailing educational requirements, job descriptions and titles. In spring 2012, NOC 2011 replaced both Statistics Canada's National Occupational Classification for Statistics (NOC-S) 2006 and HRSDC's NOC 2006.²¹ NOC 2011 provides students, workers, employers, human resource specialists and others with a common and consistent understanding of the entire range of occupational activity in Canada.

²¹ While significant changes have been made to the major groups and to the NOC-S coding system, the vast majority of specific occupational groups will be comparable to those in earlier data sets.

In 2011/12, the NOC 2006 and 2011 web sites (<http://www5.hrsdc.gc.ca/NOC/>) received more than 168 million hits and more than 9 million visits.

2.4 National Essential Skills Initiative

What are the Benefits of Investing in Essential Skills?

Increased Productivity

Enhanced Workplace Efficiencies

Increased Competitiveness

More Vibrant and Engaged Workforce

Better Workplace Health and Safety

Better Team Performance

More Highly Skilled Workforce

The main priority of the National Essential Skills Initiative is to improve the literacy and essential skills of adult Canadians in order to achieve the objectives set out in the Advantage Canada framework—to create the best-educated, most skilled and most flexible workforce in the world. At the national level, Literacy and Essential Skills (LES) programming contributes to productivity and economic competitiveness.²⁸

Through the Essential Skills Workplace Service, Essential Skills Workplace Literacy projects and Essential Skills Profiles, federal investments have leveraged significant contributions from employers and P/Ts. In 2011/12, 21 projects—with expenditures totalling \$11.9 million—encouraged a large and growing body of employers to incorporate essential skills training and assessment tools into their human resource planning. Further, the

Pan-Canadian Programming in Action: Demonstration Project to Test Literacy and Essential Skills Intervention in the Workplace

This demonstration project, which started in late 2009/10 and will conclude in 2012/13, is testing the effectiveness of LES workplace-based interventions. It was designed to determine whether workplace LES training closes workers' skills gaps and improves job performance in ways that support individuals and meet company objectives.

Specifically, this project is testing:

- the effect of workplace LES training on improving LES levels of workers, and how these effects vary with the type of worker (e.g., demographic characteristics, age, gender, immigrant status), the nature of workers' skills gaps, and the firm's LES delivery model and practices;
- the effect of raising LES levels of individual workers on indicators such as job performance, wage growth, job stability, satisfaction with work, and participation in and completion of other training;
- the effect of raising firm-wide LES levels on indicators such as productivity or error rates, employee retention, and health and safety; and
- the benefits and costs of LES training for individual workers (who invest personal time), and for firms and governments (which both partially cover the costs of training).

development of tools and models through these projects may leverage or increase P/T investments in labour market programming, as well as federal Aboriginal and immigrant programming related to literacy and essential skills.

2.5 Reducing Barriers to Labour Market Mobility

The Labour Mobility Initiative supports activities and strategies aimed at reducing or eliminating barriers to mobility. This will enable workers in regulated professions and trades, including internationally trained workers, to work in their occupation anywhere in Canada. In 2011/12, \$2.0 million was invested in this initiative.

²⁸ Statistics Canada, *International Adult Literacy Survey: Literacy Scores, Human Capital and Growth Across Fourteen OECD Countries* (Ottawa: Statistics Canada, 2004). Cat. No. 89-552-MIE.

Pan-Canadian Programming in Action: Reducing Barriers to Labour Market Mobility

Regulatory authorities for licensed practical nurses are collaborating to develop more uniform standards to address barriers to labour mobility across Canadian jurisdictions. By establishing common inter-jurisdictional entry-to-practice competencies, as well as a common code of ethics and standards of practice, the profession is working to eliminate current barriers and prevent new barriers from arising.

Sustained federal investments and technical expertise help regulatory authorities and professional associations develop common standards and processes to improve labour mobility, as set out in the amended Chapter 7 (Labour Mobility) of the Agreement on Internal Trade.

In 2011/12, federal funding supported the development of inter-jurisdictional, entry-to-practice competencies and standards of practice in regulated occupations, which would otherwise pose barriers to labour mobility. Funding also helped regulatory authorities and national groups to develop common methods for language proficiency testing, further enhancing mobility across jurisdictions.

2.6 Research Project: Financial Assistance to Internationally Trained Workers

In 2011/12, the Foreign Credential Recognition (FCR) Loans pilot was launched to provide financial assistance to internationally trained individuals undertaking FCR activities. This research project was designed to create a strong base of evidence regarding the financial barriers faced by internationally trained individuals, including Canadians who obtained their education abroad.

This pilot will help authorities to determine internationally trained individuals' need for and interest in obtaining financial support while they are undertaking FCR activities. It will also measure the capacity of community-based partners, financial institutions and governments to work together to provide financial support to internationally trained individuals, and their interest in doing so. Finally, the pilot will help to determine whether there is an appropriate permanent federal role in providing financial assistance to internationally trained individuals.

Early in 2012, pilot sites were announced in British Columbia, Ontario and Saskatchewan. It was expected that a total of nine pilot sites would be operating in locations across Canada by the end of the 2012 calendar year, supporting up to 1,800 internationally trained individuals over the next three years. In 2011/12, expenditures for the FCR Loans pilot totalled \$4.3 million.

In its March 2012 report on FCR, the Standing Committee on Human Resources, Skills and Social Development, and the Status of Persons with Disabilities (HUMA) recommended that the federal government establish a permanent loans program if results of the FCR Loans pilot are positive.

3. Finding Innovations and Supporting Agreements with P/Ts and Aboriginal Peoples

This investment stream includes the Pan-Canadian Innovations Initiative (PCII), which tests new approaches to helping people become productive participants in the labour force. Funding in this stream also supports existing agreements with P/Ts through the LMDAs and with Aboriginal peoples through the ASETS agreements. These agreements require Canada to fund activities that support service delivery and labour market development, such as EI systems connectivity; ensure EI claimants have timely access to EI Part II; and ensure effective reporting by P/Ts.

3.1 Pan-Canadian Innovations Initiative

Conducted in partnership with P/Ts, PCII aimed to remove barriers to full labour market participation for immigrants, Aboriginal people and other underrepresented groups by funding time-limited, research-oriented projects that tested and developed new approaches to helping persons prepare for, obtain or maintain employment, and become productive participants in the Canadian labour force. Governments and stakeholders were encouraged to test creative ways to incrementally improve existing programs.

In recent years, there has been less demand for PCII due to the P/T focus on local priorities, and the supplementary funding available under Labour Market Agreements and LMDAs. At the same time, the federal government's focus on stimulus programming led to a re-prioritization of spending, both across the government and within HRSDC.

As a result, PCII was winding down in 2011/12, with expenditures totalling just \$500,000. Though HRSDC is not actively encouraging new submissions, it maintains the authority for PCII so that it can respond to changing circumstances. P/Ts may develop their own LMDA-funded initiatives under the R&I Support Measure discussed in section I of this chapter.

Pan-Canadian Programming in Action: PCII

A pilot conducted in September 2011 in Newfoundland and Labrador tested whether the combined use of classroom instruction, on-line distance education and volunteer mentors would increase participation in and successful completion rates for Adult Basic Education (ABE) level I training. Participants had low levels of literacy and also faced multiple barriers to learning, which included living in remote areas and facing social, family or employment-related challenges.

This blended method of delivering training through in-class teaching and evaluation combined with online instruction proved more successful than traditional in-class-only courses in every way. Measures of success included higher registration rates; lower dropout rates; higher completion rates; higher participation rates among women and Aboriginal people; and higher rates of participants taking subsequent learning courses. A majority of participants confirmed that the ability to pursue this training online, at their own pace and on their own schedule allowed them to accommodate childcare and job-related obligations that would otherwise have prevented them from participating in full-time classroom courses.

3.2 LMDA Systems Development

In Budget 2007, Canada announced its intention to enter into full-transfer LMDAs with five remaining P/Ts: Newfoundland and Labrador, Prince Edward Island, Nova Scotia, British Columbia, and Yukon. As part of this process, an expenditure of \$28.5 million (\$9.5 million per year for three years, beginning in 2008/09) was approved to help these P/Ts fund systems costs related to implementing their new LMDAs. In 2011/12, the four remaining jurisdictions (excluding Prince Edward Island) received \$15.7 million for systems development.

3.3 LMDA Systems Connectivity

Under the LMDAs, Canada and P/Ts exchange client information required for the delivery of EBSM-similar programming. This includes personal information on clients' eligibility for EI and their referral to P/T benefit-based interventions; administrative data related to performance measurement and results; and data used to monitor, assess and evaluate P/T programs. Most of this information is shared electronically: P/Ts access systems provided by the Government of Canada (e.g., LMDA Access, Common System for Grants and Contributions) and exchange data with Canada via various support tools.

In 2011/12, HRSDC thoroughly reviewed LMDA-related systems development and identified opportunities to support emerging priorities. This work will continue in 2012/13.

4. Labour Market Information

Labour market information (LMI) is an essential component of Canada's economic agenda, because it can improve the efficiency and quality of the labour force, increase the labour supply, and help workers find suitable employment and employers find suitable workers.

The outcomes of LMI initiatives include ensuring that:

- individuals can make informed learning, career and employment choices;
- employers can make the right training and recruitment decisions; and
- governments can make effective, evidence-based policy and program decisions to ensure accountability for results.

The responsibility for LMI was not transferred to P/Ts under LMDAs. As outlined in Part II of the EI Act and the EI Regulations, the federal government is responsible for collecting and disseminating information on employment opportunities and labour market conditions, so that Canadians can access high-quality LMI about all areas of the country.

4.1 Research Projects

HRSDC uses R&I to fund activities that identify better ways of helping people prepare for or keep employment, and participate productively in the labour market. It funded two areas of research in 2011/12.

4.1.1 Research: Effectiveness of LMI

This research program—launched in 2008 and concluded in 2012—comprised a set of experimental projects. The projects primarily used random assignment to test the impacts of various LMI interventions on diverse clients—such as underemployed post-secondary graduates, displaced auto workers, recent immigrants, persons with disabilities and youth in school—as well as on various intermediaries providing career development assistance in several provinces. The experiments assessed the impacts of LMI on a range of variables, including confidence in and attitudes toward the labour market; decision-making related to studying, training, and career and job choices; and employment outcomes. More than 1,000 Canadians participated in these projects. In 2011/12, expenditures for this research program totalled \$987,000.

To date, the research has revealed the following.

- Information is often necessary but not sufficient to elicit changes in behaviour. Motivation, skill and opportunity are also essential.
- Packaging and organizing LMI according to labour market needs, such as job seeking activities and the career decision-making process, produces better results.
- LMI interventions had a positive impact on intermediate outcomes, such as the ability to acquire and use additional LMI, undertake job searches, and make career-related decisions.
- Even though students at risk of dropping out tend to recognize the positive impact of post-secondary education, members of this group share characteristics (such as risk aversion and impatience) that may inhibit them from pursuing post-secondary education.
- Demographic, geographic and personal factors also affect job search, career decision-making and labour market outcomes.

4.1.2 Research: What Works in Career Development Services

In June 2011, HRSDC issued a call for concept papers to measure the results of career development services (CDS) through multidisciplinary research. The purpose of this research is to examine the factors affecting career development activities aimed at various groups of people facing obstacles in integrating into the labour market.

Of the 17 concepts submitted, 9 received funding for further development, with a total budget of \$154,760. A departmental CDS advisory committee selected 3 of these projects for implementation starting in April 2012. The projects will identify key knowledge gaps related to CDS performance. In the implementation phase, the projects will carry out laboratory or field experiments using random assignment to create comparison groups to examine the impact of interventions or variations of key aspects of CDS.

The Canadian Career Development Foundation: Common Indicators is conducting two of the projects. They are: Transforming the Culture of Evaluation in Career and Employment Services; and Assessing the Impact of Career Information and Career Development Services across Employability Dimensions. The Social Research and Demonstration Corporation is conducting the Motivational Interviewing Pilot Project: Advancing Career Development Services for Income Assistance Clients. The findings from these projects will be available in May 2013.

4.2 LMI Business Data Platform Development

In 2011/12, HRSDC completed a two-year plan to improve learning and labour market information (LLMI) to support the decisions of individual Canadians, businesses and institutions. HRSDC collaborated with Statistics Canada, P/Ts and the private sector to pilot innovative tools to collect and provide information on the demand/employer side of the labour market that was previously difficult to access or simply unavailable.

The plan included the collection of information on monthly job vacancies using the Statistics Canada Business Payroll Survey. In December 2011, the Chief Statistician of Canada agreed to assume responsibility for collecting and disseminating monthly job vacancy data after the end of the pilot period on March 31, 2012. On January 24, 2012, Statistics Canada provided the first release of monthly job vacancy data, averaging data collected during the three-month period ending in September 2011. Monthly job vacancy data are now available through Statistics Canada's web site.

The plan also included the collection of information from a new pilot survey on labour market composition, compensation and turnover (employment, hiring and separations), with modules on job vacancies and skills/occupational shortages, and

workplace practices, such as hiring and training practices. Data collection has been completed and a plan to proceed with the analysis of the results is in development.

Finally, new information products were developed in collaboration with P/Ts and Statistics Canada, through the Forum of Labour Market Ministers' LMI working group, to integrate measures of labour demand and labour market pressures, using private sector job postings, EI and Labour Force Survey data. All of this information is integrated to produce new information for Canadians, providing a timely, detailed and comprehensive picture of job opportunities and shortages, by small area/region and occupation.

5. National Employment Service Initiatives

Pan-Canadian operating funds support three national employment services HRSDC administers to help Canadians find suitable employment: Job Bank, Working in Canada (WiC) and LMI. These services—which are available online to all Canadians, free of charge—connect job seekers and employers, and help individuals complete their return-to-work action plans. Job Bank, WiC and LMI are designed to improve the way information about jobs and the labour market is disseminated by reducing duplication, improving the quality of information, and making online information more accessible and easier to use.

Since clients access these services on a self-serve basis with no registration required, data on results for these services are challenging to collect and to attribute to specific interventions.

5.1 Job Bank

In partnership with P/Ts, HRSDC maintains this electronic labour exchange, which fosters efficient and inclusive labour markets by connecting job seekers and employers. Job Bank listings are organized according to the NOC. Job Bank also provides specialized tools to help job seekers and employers connect, and to match skills with demand. These tools include Job Match, Job Alert, Résumé Builder and Career Navigator. In addition, the bilingual site provides users with information on acquiring the skills needed to pursue their chosen career.

In 2011/12, Job Bank hosted more than 150 million visits and provided access to over 1.1 million online job postings. Each day, Job Bank sends more than 53,000 job alerts to notify job seekers of potential employment opportunities, for a total of 19.4 million alerts sent in 2011/12. And, while the number of new job seeker accounts fell 20%, from 322,899 in 2010/2011 to 258,311 in 2011/12, job orders increased 6% year over year.

As of March 2012, more than 126,000 employers were using Job Bank for Employers and 330,000 job seekers had active accounts. The Job Match tool was used 9,219 times by employers to find suitable candidates and 101,380 times by job seekers to find jobs corresponding to their skills.

In 2011/12, the top five occupational groups advertised on Job Bank were Service Clerks, Truck Drivers, Labourers in Manufacturing and Utilities, Retail Salespersons and Sales Clerks, and Food Counter Attendants. These five groups accounted for 26.0% of all jobs advertised.

For more information on Job Bank, please visit <http://www.jobbank.gc.ca>.

5.2 Working in Canada

The Working in Canada (WiC) web site is HRSDC's single integrated site for LMI resources. WiC provides users with current occupational and career information that is accessible through an occupational search, a skills and knowledge checklist, and an educational program search. WiC leverages information from 23 sources, including Job Bank, and can generate more than 32,000 unique LMI reports based on a client's occupation and location. WiC reports provide targeted, comprehensive information on job postings, wage rates, employment trends and outlooks, licensing and certification requirements, job skills, and relevant educational and training programs for occupations at the regional, provincial and national levels.

More than 5 million WiC reports were generated in 2011/12, for a total of more than 9 million generated since WiC was launched.

For more information on WiC, please visit <http://www.workingincanada.gc.ca>.

5.3 Labour Market Information

The LMI service delivers accurate and reliable LMI to individuals and employers to help them make informed labour market decisions. LMI helps workers manage their career and search for a job by providing occupational and skills information. It assists employers to recruit, train and retain workers, and make business and investment decisions, by providing information on wages and on labour supply and demand.

A regional LMI network of analysts and economists identifies labour market trends by continually monitoring and analyzing socio-economic data and events. LMI staff members also work with stakeholders—including employers, educational institutions and other levels of government—to ensure that clients have access to high-quality LMI. The LMI products meet a national standard and identify trends at the community, occupational and industrial levels. This information is available for locations across the country at <http://www.workingincanada.gc.ca>.

CHAPTER 4

PROGRAM ADMINISTRATION

This chapter discusses the delivery of Employment Insurance (EI) services to Canadians in 2011/12. Section I briefly examines the context in which EI benefits were delivered. Section II provides an overview of the delivery of EI benefits and related services by Service Canada. Section III explores the quality of EI services, including the accuracy of payments. Finally, Section IV assesses the integrity of the delivery of the EI program.

I. CONTEXT

Since 2005, Service Canada has been the face of government to millions of Canadians as the Government of Canada's citizen-centred service delivery organization. Providing single-window access to a wide range of government services, Service Canada, as a dedicated service delivery organization, has made significant improvement in delivering programs and benefits to citizens.

EI is one of the core benefits Service Canada delivers. Service Canada's role includes working to ensure Canadians have access to the EI benefits and services to which they are entitled and that clients receive their full entitlement. Service Canada is committed to processing timely and accurate benefit payments and services, and ensuring quality and efficiency by continuously improving and transforming its business operations.

Service Canada's multi-channel service delivery model works to meet the day-to-day demands of delivering EI benefits and strives to efficiently provide consistently high-quality service to Canadians. The model faced challenges in 2011/12, as the Government of Canada saw a period of fiscal restraint while Service Canada

continued to respond to higher-than-normal volumes of EI claims.¹ However, through continued investment in workload management tools, the Department continues to find innovative methods to overcome the challenges of processing EI benefits and effectively manage the program.

Service Canada remains committed to transforming and modernizing its business operations through automation and other process and service improvements. It will continue to enhance the electronic services available to individuals and businesses. Through increased automation, benefit modernization and improved service delivery, Service Canada strives to reduce costs and improve the value for money of delivering EI.

II. SERVICE DELIVERY

Service Canada supports EI clients through every stage of the process, from providing benefit information, responding to enquiries and assisting employers, to processing claims and providing the means to appeal decisions. This section describes each aspect of the service delivery spectrum.

¹ The baseline level for annual EI claim volume, established in 2007/08, is 2.6 million.

1. Information and Enquiries

Through a multi-channel service delivery model, Service Canada provides clients access to EI information on the Internet, by telephone or in person.

1.1 On the Internet (Click)

The Service Canada website offers information on a wide variety of government programs and services, including online services and forms, all designed to help users find the service that they need. After a 67% growth in traffic from 2008/09 to 2009/10, and growth by a further 21.5% in 2010/11, growth in 2011/12 continued, with a 14% increase over the previous fiscal year, bringing the total annual visits to approximately 76.5 million.² On average, visitors viewed 3.7 pages on the Service Canada website, with a third of all visits (33%) totalling eight or more page views. Three of the top four web pages accessed through the Service Canada website home page are related to EI: "Complete your EI report" (8% of home page traffic), "Apply for EI Benefits" (5% of home page traffic) and the EI index page (5% of home page traffic). The top link was "Access My Service Canada Account," which received 30% of all home page traffic. Over 90% of all My Service Canada Account (MSCA) sessions focused on EI-related transactions.

In 2011/12, Service Canada initiated a comprehensive review of all EI-related web content and publications, and successfully implemented smart publishing principles³ for the most popular EI publications. Service Canada uses smart publishing principles to guide decisions on the appropriate communications medium to better meet Canadians' needs, minimize waste, reduce costs and limit the Department's environmental footprint. As a result, publications such as *EI Regular Benefits* were restructured and rewritten to provide Canadians with more convenient, user friendly access to information. In another example, the 48-page publication *How to Apply for EI* was turned into a 3-page leaflet. Also, the preamble of the online EI application page was redesigned and reorganized into a step-by-step approach.

Service Canada continues to evaluate the following marketing activities:

- Between April 1, 2011, and March 31, 2012, the 13 videos pertaining to EI generated 460,039 downloads from the Service Canada website. *Applying for EI* was the most popular video, generating 129,413 downloads within that period. At less than \$0.20 per view, web videos have proved to be a cost-effective way to help clients use self-serve options and complete transactions. The Department measured client satisfaction with an Intercept survey posted on the Internet, which users were asked to complete after viewing the videos. Among the results were the following:
 - 79.4% agreed or strongly agreed that the language was clear and understandable;
 - 74.8% liked that the presenter was a Service Canada employee and not an actor;
 - 62.3% either agreed or strongly agreed that the knowledge and information they gained helped them continue their application or find what they were looking for; and
 - 52.3% responded that they did not have to call the 1-800 telephone service or visit a Service Canada Centre for additional help.
- Videos are helping clients serve themselves. This results in overall savings, since the average cost of in-person service is higher than that of phone service and significantly higher than that of web service.
- After Service Canada improved the *Finding a Job* landing page in 2008, monthly page views increased from less than 14,000 to over 500,000 page views per month. This level of monthly page traffic (or page activity) was sustained in 2011/12, with an average of 566,000 page views per month. The web promo boxes, which feature timely and relevant information for clients, were designed to complement the landing page improvements. The web promo boxes were used 460,000 times by Canadians in 2011/12.

² For a regional breakdown of Service Canada website visits, please see Annex 4.1.

³ Smart publishing principles focus on a wide range of factors, including printing, warehousing and distribution methods; the type and quantity of paper, ink and packaging used; the number of pages in each publication and the number of copies printed; and print-on-demand options. The use of electronic media is encouraged for all publishing projects. Web content is reviewed to ensure the information is clear, navigable and in plain language.

1.1.1 EI: Electronic Services

The EI section of MSCA (MSCA-EI) enables clients to view information on their current and previous EI claims online. In addition, MSCA-EI provides links to other electronic services, such as EI Application On-line (AppliWeb) and the Internet Reporting Service.

My Service Canada Account: EI

Through MSCA-EI, Canadians can perform the following actions on their account related to EI:

- view their EI messages, payment information and claim information;
- view and change their EI direct deposit details, mailing address and telephone number;
- view and print their EI tax slips;
- view their electronic Record of Employment (E-ROE); and
- register in the EI program for access to special benefits for self-employed persons.

In 2011/12, logins to MSCA on the Service Canada website increased by 46.7% over the previous fiscal year, with Canadians logging onto MSCA 23.4 million times.⁴ As well, there were almost 905,000 new registrations for MSCA, an increase of 8% over the previous year, for a total estimated active user base of over 1.68 million. An estimated 90% of the activity on MSCA continued to be related to EI functions, with approximately 25% of EI clients accessing MSCA for information.

EI Application On-line (AppliWeb)

The EI Application On-line (AppliWeb) allows clients to file for EI benefits on the Internet. Clients can apply from home or anywhere else they have access to the Internet. AppliWeb is available seven days a week, 24 hours a day. Clients can also apply for benefits by visiting their local Service Canada Centre, where they can access the EI Application On-line.

Internet Reporting Service

To receive EI benefits, most claimants must complete and submit biweekly reports to demonstrate their continuing entitlement. The Internet Reporting Service allows claimants to do so easily and securely over the Internet, 24 hours a day, 7 days a week.

Recent enhancements to the Internet Reporting Service allows claimants to provide information regarding absences from Canada and/or training courses directly, resulting in fewer calls to EI call centres, enabling the auto-adjudication process and decreasing the workloads of processing centres.

The advantages of using the Internet Reporting Service to complete EI reports are as follows:

- faster processing of EI payments;
- availability of service to hearing-impaired claimants and claimants without access to a touch-tone telephone;
- elimination of delays and mailing costs, if the claimant subscribes to direct deposit; and
- fast, convenient, simple and secure service.

1.2 By Telephone (Call)

1.2.1 Specialized EI Call Centres

For more complex enquiries, Service Canada has a specialized EI call centre network. It is the public's primary point of contact for claim-specific enquiries related to the EI program, such as questions related to application process and status, benefit eligibility, and benefit delivery. Clients always have access to EI information via an automated telephone information system, as well as citizen service officers (CSOs), who are available Monday to Friday.

As part of an ongoing effort to ensure call centre hours are aligned with call volume, Service Canada completed a review and implemented changes accordingly. In 2011/12, agents were available to assist clients from 8:00 a.m. to 6:00 p.m. local time and answered 5.7 million client enquiries, including calls to the Employer Contact Centre (ECC), which is 1.1 million fewer calls than answered in 2010/11. While the Department strives to answer 80% of calls within 180 seconds, in 2011/12, it answered only 29% of calls within 180 seconds, 13% lower than 2010/11. This decreased call-handling capacity is largely attributed to increases in average handling time, due to the need to explain complex legislation, and periods of the year when there were processing delays. More detailed information on call volume can be found in Annex 4.2.

⁴ For more detailed information, please see Annex 4.1.

Call centre modernization efforts advanced in 2011/12 in the areas of business processes and people management. Service Canada implemented new business processes allowing call centre agents to complete selected transactions that would otherwise have been forwarded to processing for action. In 2011/12, call centre agents resolved approximately 113,000 client inquiries, increasing the resolution rate at the first point of contact from 83% to 85%.

1.2.2 1 800 O-Canada

From within Canada and from more than 60 countries, Canadians can call the 1 800 O-Canada line Monday to Friday with general enquiries. For callers in Canada, service is available from 8:00 a.m. to 8:00 p.m. in each time zone. For callers outside Canada, service is available from 8:00 a.m. to 8:00 p.m. Eastern time. Service is provided in English and French. In 2011/12, 1 800 O-Canada agents answered 2.3 million calls, including more than 575,000 calls related to EI general enquiries. Call volumes for 1 800 O-Canada remained relatively constant from 2009/10 to 2010/11, but increased by 24% from 2010/11 to 2011/12. EI-related calls increased by 24% from 2009/10 to 2010/11, and by a further 57% from 2010/11 to 2011/12.⁵ The increase in EI-related enquiries to 1 800 O-Canada could be associated with high call volumes at the specialized EI call centres. The service delivery standard is to have bilingual agents answer 85% of the calls within 18 seconds (three rings). This service standard also applies to EI-related calls. In 2011/12, 29.4% of calls met this service standard, compared with 42.1% the previous year.

The second 1 800 O-Canada service standard is that EI callers have access to the interactive voice response (IVR) system. In 2011/12, 99.3% of callers trying to access the IVR system were able to do so, compared with 99.7% of callers the previous year.

Service Canada conducted client satisfaction surveys in 2006, 2008 and 2010. The 2010 survey showed that 89% of clients were satisfied with the 1 800 O-Canada service, with more than two thirds (69%) of these clients saying they were very satisfied. These results have remained consistent year over year. In

2011/12, a mystery shopper research exercise was conducted. It showed that 96% of callers (mystery shoppers) were able to reach 1 800 O-Canada on their first attempt and 90% of the callers received the general information that was relevant to the call scenario.

1.3 In Person (Visit)

Service Canada has more than 600 in-person points of service (Service Canada Centres, Scheduled Outreach Sites and Service Canada Community Offices). Clients made over 4.9 million EI-related visits to an in-person point of service across the country in 2011/12.

Service Canada employees in the in-person channel provide general information to citizens on the application process and eligibility criteria, such as how to apply, required documents and proof of identity for the EI program. They also help clients fill out paper and online benefit applications, which entails verifying information for completeness, validating supporting documents and identifying the client. Service Canada aims to ensure that 90% of Canadians have access to a Service Canada point of service (Service Canada Centre or Scheduled Outreach Site) within a 50-kilometre drive of their home; it is meeting this service standard. Over the coming years, the network of offices will be adjusted gradually, when opportunities arise and budgets permit. Ongoing realignment of the points of service network is necessary as Service Canada becomes more modern, focused and efficient in its service delivery in the context of expected resource constraints.

Service Canada's in-person points of service fall under four categories.

1.3.1 Service Canada Centre (SCC)

- An SCC is a full-time office, open five days a week, managed and occupied by Service Canada staff, offering general information and transactional services. SCCs are primarily located in urban centres, and may stand alone or co-located with other organizations.

⁵ For a regional breakdown of EI-related calls to 1 800 O-Canada, please see Annex 4.2.

1.3.2 Micro Service Canada Centre (New)

- A micro SCC is a part-time office in a rural or remote area that is open to the public for a maximum of 30 hours per week (two to four days per week). It offers the same level of service as a regular SCC, with the same information technology (IT) infrastructure.

1.3.3 Scheduled Outreach Site

- A Scheduled Outreach Site is a point of service that is physically located outside an SCC but offers similar services. Service Canada employees (from a nearby SCC or Micro SCC) travel to a pre-determined location regularly (for example, one day per week) to deliver services. Scheduled Outreach is typically offered in rural or remote locations, offered at partner premises (such as band council, provincial or territorial offices), and managed through service contracts and/or memoranda of understanding.

1.3.4 Mobile Outreach Service

Service Canada uses Mobile Outreach Service (MOS) to connect with communities across the country. It complements the services already provided at SCCs and Scheduled Outreach Sites, and is part of the in-person service delivery network. MOS increases awareness of Service Canada programs and service offerings, providing Canadians with information at places such as job fairs, mass layoff sites, schools, community service organizations and retirement homes.

Between April 2011 and March 2012, through its MOS, Service Canada delivered:

- more than 12,800 EI information sessions to employers, with a total of almost 17,900 companies and organizations participating;
- approximately 1,700 EI information sessions to workers facing layoffs, with a total of more than 49,700 participants; and
- more than 400 EI information sessions to workers on work sharing, with a total of more than 9,000 participants.⁶

During the same period, citizen services specialists attended:

- 80 fairs, exhibits or kiosks for employers, providing EI general information to nearly 3,000 participants; and
- nearly 9,300 fairs, exhibits or kiosks for workers, providing EI general information to more than 12,000 participants.

In addition, SCC staff answered over 5.1 million EI-related requests, including 89,000 requests during Scheduled Outreach in 2011/12. Service Canada further expanded in-person service delivery by extending the use of Scheduled Outreach Sites, increasing the number of locations from 253 at the beginning of 2011/12 to 270 by fiscal year end.

2. EI Services for Employers

Service Canada works closely with employers to ensure that the EI program is administered fairly and efficiently. As employers issue Records of Employment (ROEs), a requirement to establish EI claims, Service Canada continues to seek ways to improve services it provides to employers, as discussed below.

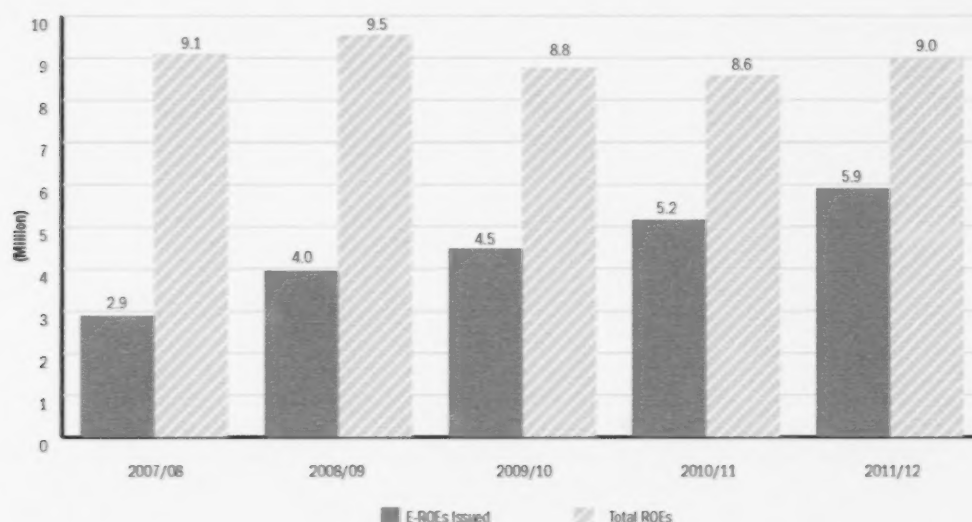
2.1 Electronic Record of Employment

The ROE is the key document used to process EI benefits, and to determine EI entitlement, rate and claim duration. The electronic ROE (E-ROE) is a major element of the automation of the EI program.

In response to the Red Tape Reduction Commission, Service Canada is examining efficient and cost-effective methods to reduce the ROE administrative burden on employers. The E-ROE is a key way to reduce this burden, as employers no longer need to order or store paper ROE forms, retain copies on file, or send copies to Service Canada or to their employees. E-ROEs have other advantages: employers can issue E-ROEs in alignment with pay cycles, amend them more easily than paper ROEs and complete hundreds of them at once. In addition, E-ROEs improve service to claimants and help minimize errors. However, employers can still use paper ROEs: each paper ROE has a unique pre-printed serial number that allows Service Canada to ensure that it issues ROEs only to employers with a valid Canada Revenue Agency (CRA) business number.

⁶ For more detailed information, please see Annex 4.3.

CHART 1
ROEs Issued



To increase the take-up of the E-ROE, Service Canada developed a 2011–2013 marketing strategy in September 2011 to support the following objectives:

- advance the EI Automation and Service Improvements project, which includes initiatives to improve services for employers and increase the number of E-ROEs; and
- register 26,000 new businesses and receive 65% of all ROEs electronically.

Service Canada undertook a comprehensive rebranding of ROE Web¹ to promote the electronic application to employers with the tagline “Register, Submit, Save.” The Department planned targeted activities to encourage registrations in industries that used the most paper ROEs.

The Department implemented the following tactics in 2011/12, which helped it surpass its target to receive 65% of all ROEs electronically.

- **CRA mailout:** In January 2012, an ROE Web insert was included with the approximately 1.1 million remittance slips that CRA distributed to all employers across Canada. More than 3,500 employers visited the ROE Web page

as a result of this campaign. Compared with last year’s CRA mailout, new branding and messages proved to be very effective and contributed to a 45% increase in the response rate.

- **Outreach:** Service Canada launched an outreach campaign with trade and professional organizations in September 2011. Currently, the Department has established relationships with 48 organizations reaching out to more than 500,000 member employers, by posting articles, blog posts and banner ads on their websites, e-newsletters, print and online magazines.
- **Webinars:** Service Canada piloted a webinar as an effective and low-cost vehicle to promote ROE registrations. The webinar was promoted at the 2011 Canadian Payroll Association (CPA) conference. Fifty CPA attendees participated in this webinar, which received very positive feedback.
- **Tutorials:** Service Canada created a series of interactive, online tutorials to give detailed instructions on how to complete ROEs and reduce errors. The interactive examples in these tutorials complement the guide *How to Complete the Record of Employment Form*.

ROE Web is a secure Web-based application which enables employers to create, submit and print 53 Week ROEs via the Internet. The application also enables employers to view, retrieve and amend ROEs at any time.

In one month, the five tutorials had more than 5,000 visitors.

- Video: More than 3,500 visitors viewed the new promotional ROE Web video in the first two months after its release.

By the end of 2011/12, a total of 285,846 employer businesses—including 45,099 new ROE Web registrants—had registered for E-ROE products. These include ROE Web and ROE Secure Automated Transfer, a secure communication line designed to allow large payroll service providers or businesses to submit large volumes of ROEs simultaneously. Consequently, the majority of ROEs (65.8% or 5.9 million) were submitted to Service Canada electronically, a 14.6% increase over the previous year⁸ (see Chart 1).

2.2 Employer Contact Centre (ECC)

The ECC enhances service to employers by providing an accessible, national, single point of contact, delivering services such as ROE advice and guidance, ROE orders, and ROE Web technical support.

In June 2011, Service Canada launched two national call centres located in Bathurst and Vancouver to respond to enquiries from employers across the country. The ECCs answered 389,164 calls from June 2011 to March 31, 2012. The Department continues to streamline services to employers. The top three reasons why employers contact an ECC are to:

- request orders for paper copies of ROEs;
- get support for the web based tool for employers to manage ROE's; and
- seek guidance on completing an ROE.

3. EI Services for Individuals

3.1 Claims Processing

In 2011/12, Service Canada received 2.86 million EI applications. Although this represented a 1.6% reduction from the previous fiscal year, the volume of claims remained high compared with the pre-recession volume of 2.6 million claims.⁹

Speed of payment, a key performance indicator, is defined as the percentage of initial and renewal claims for which the Department sends a payment or non-payment notification to the claimant within 28 days of the date of filing. Several factors can affect speed of payment, including benefit applications that are missing information or that require clarification of information, and complex applications that require Service Canada to do fact-finding with employers and third parties to render a fair and equitable decision. Claim volumes can fluctuate dramatically from week to week. During peak intake weeks, a large percentage of claims are automated, which causes the performance indicator to rise sharply. Following a peak intake, the residual volume of complex claims requiring manual intervention may result in a dip in the speed of payment results. In 2011/12, without the level of temporary funding provided under the Economic Action Plan in the previous two years to respond to workload volumes, Service Canada returned to a yearly objective of 80% for speed of payment. With fiscal restraint and an ongoing high volume of claims, the Department was unable to meet this target, reaching an average speed of payment of 71.1%, with all regions of the country within 2.6% of the national outcome.¹⁰

Service Canada balanced EI claims processing service levels across the country by advancing its National Service Delivery Model. The ability to move work virtually resulted in consistent and equitable service to all EI clients, as demonstrated by the speed of payment variance rate noted in the above paragraph.

3.2 EI Special Benefits for Self-Employed People

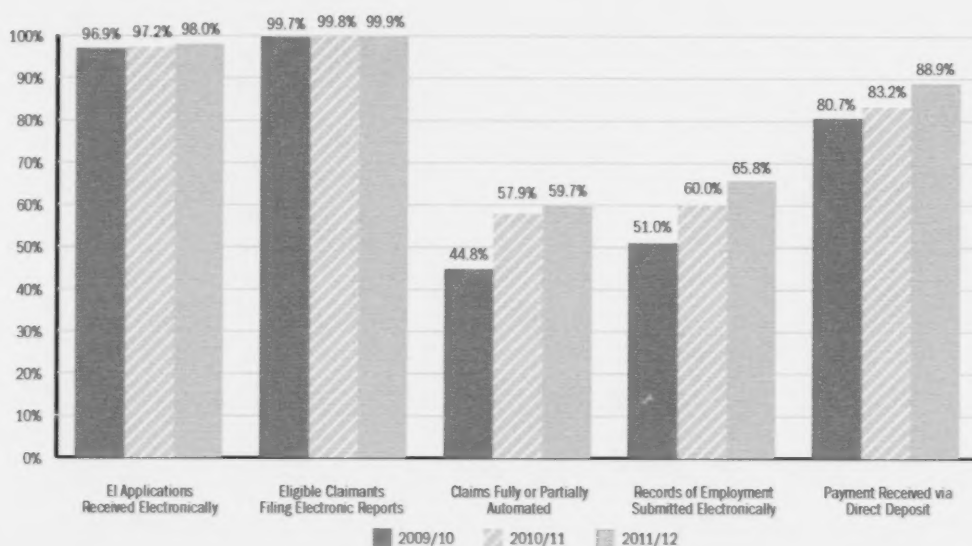
Since January 2010, self-employed individuals who are Canadian citizens or permanent residents have been able to voluntarily enter into an agreement with the Canada Employment Insurance Commission to participate in the EI program for access to special benefits, which include maternity, parental, sickness and compassionate care benefits. Self-employed individuals have been able to apply for EI special benefits since January 2, 2011. As of March 31, 2012, a total of 10,422 self-employed individuals were registered with the EI program. Claims from self-employed people are processed in one national specialized centre to promote service excellence.

⁸ For more detailed information, please see Annex 4.4.

⁹ For a regional breakdown of EI claims processed, please see Annex 4.5.

¹⁰ Speed of payment is broken down regionally in Annex 4.5.

CHART 2
Use of Electronic Services



4. Service Transformation

In 2011/12, Service Canada continued to invest in the design and use of technologies to support automated application processing, as well as to expand Internet services, thus improving EI service delivery to Canadians. These enhancements changed the benefits processing network and expanded its ability to respond to workload volumes by introducing more standardized processes and increasing levels of automation. These innovations contributed to more accurate and consistent services for Canadians.

Since electronic EI applications were implemented in 2001/02, their proportion of all applications has steadily increased, from 17% that year to 98.0% in 2011/12. Moreover, in the most recent fiscal year, 99.9% of eligible claimants filed their biweekly reports electronically, and 59.7% of all initial and renewal claims were partially or fully processed by automated means. While the amount of benefits paid out annually has increased and the number of EI applications has increased slightly since 1999/2000, the cost per initial and renewal claim processed has declined from \$97.80 in 2001/02 to \$59.88 in 2011/12. This decline represents a

38.8% drop in cost per claim. The gradual increase in electronic services and in claims automation has reduced the amount of manual claims processing activity, which results in fewer resources required to process the claims and a lower cost per claim. In 2011/12, employers submitted 65.8% of their ROEs via online services, and 88.9% of clients opted to receive their EI benefit payments via direct deposit¹¹ (see Chart 2).

5. Appeals of EI Decisions

The EI appeals process provides claimants and employers with a means to challenge, before an independent external authority, an administrative decision that they believe was made in error or with which they are dissatisfied. There are two levels of appeal under the *Employment Insurance Act*: boards of referees and umpires. Further recourse is available at the Federal Court of Appeal and, finally, at the Supreme Court of Canada.

A board of referees is an independent, impartial tribunal. Each three-member panel consists of a chairperson appointed by the Governor-in-Council, a member appointed by the Commissioner for Employers

¹¹ For more detailed information, please see Annex 4.6.

and a member appointed by the Commissioner for Workers. Approximately 900 part-time board members hear appeals in 83 board centres across Canada.

In 2011/12, boards of referees heard 22,009 appeals, 63.0% of which were scheduled on a hearing date that fell within 30 days of receipt of the appeal notice. Boards' decisions are normally issued within seven days of the hearing. Approximately 21% of the cases heard by boards resulted in a reversal of the Department's decisions.

Claimants, employers, and claimant and employer associations, as well as the Canadian Employment Insurance Commission, can appeal a board of referees decision to an umpire—an independent, administrative tribunal. Some 20 to 40 federal court judges or retired provincial superior court judges sit alone as umpires and hear cases across Canada.

In 2011/12, clients filed 1,494 appeals to umpires; the Department prepared and sent 96.8% of the client appeal dockets to the Office of the Umpire within 60 days of receiving the appeal notice. As this is a legislated requirement, the target is 100%. The main factor contributing to the slight variance stems from delays in the routing of paper documentation between business lines. In addition to client appeals, the Commission filed 420 appeals to umpires. Approximately 16% of the decisions rendered by umpires were favourable to the client.

Claimants, employers and the Commission can seek judicial review of an umpire's decision at the Federal Court of Appeal. In 2011/12, the Federal Court of Appeal rendered 209 decisions on cases related to EI benefits, 2% of which were favourable to the client. The Supreme Court of Canada did not issue any decisions related to EI.

III. QUALITY

1. Payment and Processing Accuracy

1.1 EI Payment Accuracy Review

The EI Payment Accuracy Review (EI PAAR) measures the accuracy of EI benefit payments. Over the last

15 years, the payment accuracy rate has hovered around the established 95%¹² target (error rate of 5.0%).¹³

The EI PAAR consists of a random sample of 500 EI claims per year that are reviewed by two separate PAAR reviewers; results from both reviews are compared to ensure the accuracy and impartiality of results, ensuring consistency in results among reviewers. Each review provides detailed information on the causes and dollar value of undetected errors at the time of adjudication. Errors include overpayments and underpayments attributable to three sources: claimants, employers and Service Canada (see Table 1). The EI PAAR also determines the "most likely" value of incorrectly paid benefits, and the results are used to improve program delivery and sustain program integrity. The Office of the Auditor General (OAG) uses EI PAAR results in its annual financial audit of the EI Account, the results of which are reported each year as part of the Public Accounts of Canada.

The EI payment accuracy rate increased from 94.0% (or 6.0% error rate) in 2010/11 to 95.2% (or 4.8% error rate) in 2011/12. The decrease in the error rate to 4.8% is attributable to two factors: a decrease in the Service Canada and claimant error rates.

The decrease in Service Canada errors is likely attributable to the return to a more stable processing environment (the error rate dropped by 0.9 percentage points, from 1.9% to 1.0%, between 2010/11 and 2011/12). The 2010/11 report noted that the downturn in the economy had negatively impacted workload, which resulted in the hiring of a thousand new employees to handle additional volume. Many of these new hires had no previous knowledge of the complex EI program and may have received less training than usual.

Claimant errors also decreased by 1 percentage point compared with last year, from 3.0% to 2.0%. It is likely that the EI client base changed following last year's recession cycle. In difficult economic times, the proportion of new claimants with no prior experience with the EI program reporting requirements increases from an approximate 20% to 30%,

¹² The EI PAAR was launched in 1983 at the recommendation of the Office of the Auditor General (OAG). The accuracy target was set at 95% based on the results of two previous "payment accuracy" reviews: the first one conducted by the OAG in 1981 and the second one conducted by the Department in 1983. The results of these studies and of the consultation work performed by the firm Clarkson Gordon led senior officials to set the payment accuracy rate at 95%.

¹³ For more detailed information, please see Annex 4.5.

TABLE 1

EI Payment Accuracy Review Estimated Extrapolated Value of Errors and Error Rate, by Source

	2011/12		2010/11	
Total EI Benefit Payout	\$16.1 billion		\$17.8 billion	
EI Payment Accuracy Rate	95.2%**		94.0%**	
Estimated Total Value of Mispayments*	Extrapolated Value	Error Rate	Extrapolated Value	Error Rate
	\$772.3 million	4.8%**	\$1.1 billion	6.0%**
By source				
Employer	\$286.0 million	1.78%	\$197.1 million	1.11%
Claimant	\$325.3 million	2.03%	\$530.4 million	2.98%
Service Canada	\$161.1 million	1.00%	\$340.9 million	1.92%

* Mispayments are the sum of overpayments plus underpayments.

** Results have been rounded to the first decimal.

consequently resulting in a rise in claimant errors. With increased economic stability over the past year, there has likely been a return to a client base that is more familiar with EI reporting requirements. The EI PAAR data reveals that the two types of claimant errors — (1) failure to report earnings and (2) failure to report non-availability for work while in receipt of benefits — represent 80% and 20% of all claimant errors, respectively. Those proportions are consistent with last year's results of 79% and 21%, respectively.

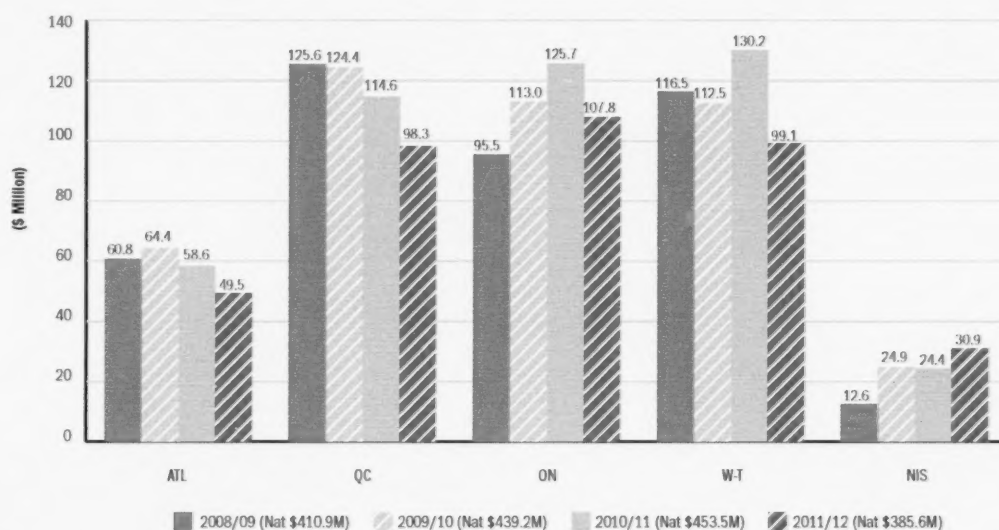
While Service Canada and claimant errors decreased in 2011/12, employer errors increased by 0.7 percentage points, from 1.1% to 1.8%, compared with last year. During the post-audit ROE validation with the employer, employer errors were detected in all of the files randomly reviewed in the PAAR program. Of the errors, 58% were made by employers who own a small business (rather than a medium-sized or large firm, who may have more familiarity with the completion and issuance of ROEs). In addition, 58% of the erroneous ROEs were paper ROEs, suggesting that electronic ROEs are more accurate. Please refer to section 2, EI Services for Employers, for more detailed information on Service Canada's effort to increase the intake of electronic ROEs.

1.2 EI Processing Accuracy Review

The EI Processing Accuracy Review (EI PRAR) comprises a review of a random sample of approximately 18,500 initial, renewed and revised decisions per year. It verifies that applications for benefits are adjudicated and calculated in accordance with national operational policies and procedures. The EI processing accuracy rate is the rate at which claims processing activities conform to EI national operational policies and procedures. In 2000/01, the Department implemented Quality Monitoring now known as EI PRAR to measure the percentage of initial claims "in order" (a claim is considered to be "in order" when all criteria relevant to the review of the claim have been met). In 2005/06, Service Canada set a national target of 80%. At present, officials are examining whether the EI PRAR target should be increased.

¹⁰ For more detailed information, please see Annex 4.5.

CHART 3
EI Total Savings



* NIS: Cases dealing with unreported absences from Canada while on EI, as well as the Report on Hirings program, are centrally managed through Integrity's National Investigative Services (NIS) centre in Miramichi, N.B.

In 2011/12, the processing accuracy rate dropped by 2.9 percentage points to 85.9% from 88.8% in 2010/11.¹⁴ Each year, Service Canada develops a national quality action plan to ensure continued processing improvements. The plan focuses on the three errors that occurred most frequently across the country, as well as one or two regionally identified areas for improvement.

2. Information and Transaction Accuracy

The National Quality Assurance Program (NQAP) in EI call centres aims to ensure quality and consistency of service to clients, to identify employee training needs and opportunities for improvement, and to provide ongoing feedback and support to employees.

In 2011/12, the NQAP was enhanced and streamlined to better define the scoring criteria and categories used to evaluate calls. Fiscal 2011/12 was the first full year of operation of the enhanced NQAP.

A total of 12,686 calls were monitored in 2011/12. Results for the year were 86% against a target of 80%.

3. Insurability of Employment

The Minister of National Revenue is responsible for the administration of Part IV (Insurable Earnings and Collection of Premiums) of the *Employment Insurance Act*. This responsibility includes the issuance of rulings regarding the insurability of employment, the number of insurable hours and the amount of insurable earnings.

Service Canada requests rulings from CRA when a claim for EI benefits has been filed and the insurability of employment, the amount of insurable earnings or the number of insurable hours is in question. It does so to ensure that the claimant receives the amount of EI benefits to which he or she is entitled. CRA aims to issue a ruling within 15 calendar days when payment of a claim is pending and within 31 calendar days when payment is not pending. In 2011/12, Service Canada requested 10,924 rulings from CRA, a 5.0% decrease from 2010/11.

¹⁴ For more detailed information, please see Annex 4.5.

IV. INTEGRITY

Given the large scale of the EI program, Canadians expect sound stewardship and accountability for the program's integrity. The Department maintains a balance among detection, deterrence and prevention activities. The Integrity program focuses on detection activities using a variety of programs and systems, such as Computer Post Audit, the Report on Hirings program and Automated Earnings Reporting Systems. In addition, Service Canada carries out education and prevention activities, such as Claimant Information Sessions. These activities inform claimants, employers and the general public about EI requirements and the consequences of abusing the EI system, such as penalties or prosecutions.

In 2011/12, Service Canada held 9,607 Claimant Information Sessions, to which 166,433 claimants were directed to attend. Service Canada also conducted 367,053 investigations into suspected client error and fraud.¹⁵ Combined, these activities resulted in a total of \$385.6 million in savings for the EI Operating Account (see Chart 3). These savings consist of recovered overpayments and associated penalties, as well as the discontinuation of future ineligible payments, benefitting both employee and employer premium payers alike through the reduction in the total cost of the EI program.

Service Canada maintains management frameworks, processes and risk-based controls to strengthen the integrity of its programs by ensuring operational and service compliance. In addition, the Department continues to place significant emphasis on the importance of protecting the information entrusted to it by Canadians.

1. Integrity Quality Initiatives

A national quality team, which is specific to Integrity Operations in the regions, helps ensure consistent quality management of regional Integrity units and their investigative work. Its work includes ensuring that every region has quality advisors and coordinators, incorporates quality management plans in business planning, and conducts consistent monitoring. National Headquarters makes regular monitoring visits to regional Integrity units to evaluate Integrity program activities.

Service Canada has taken significant steps to implement a quality management and reporting system for the Social Insurance Number (SIN) program's database, the Social Insurance Register (SIR). Since 2007, it has measured the accuracy rate of all data on the SIR annually. In the 2011 calendar year, the key performance indicators for the SIR were as follows:

- the accuracy rate for vital events (birth and death data) was 97.9%; and
- the accuracy rate for legitimate SINs issued was greater than 99.9%.

In addition, since 2008, Service Canada has implemented a quality management strategy for new updates to the SIR—specifically, those related to clients applying for a SIN or updating their SIN. In 2011/12, of the updates reviewed, 99.97% were free of critical errors (i.e., no multiple SINs were issued and no date of birth errors were made). Overall, the accuracy of the SIR is fundamental to all SIN-enabled programs, including the EI program, as accurately identifying clients is crucial to ensuring benefits are paid to the correct and eligible individuals.

¹⁵ For more detailed information, please see Annex 4.7.

2. Risk Management

Service Canada is responsible for ensuring that the right amount of EI benefits is allocated to the right recipient for the intended purpose. In 2011/12, Service Canada continued to emphasize the use of risk management strategies in its approach to investigations, to improve the overall integrity of the program and to ensure that correct payments were made to eligible claimants. As part of this activity, the Integrity Services Branch has a robust risk analysis function to quantitatively and qualitatively assess program integrity risks and develop appropriate mitigation strategies.

Over the past several years, there has been a focus on simplifying processes to increase efficiencies and enable automation of EI claims. In its vision to modernize and provide claimants with easily accessible services, the Department considers the impact that simplification measures have on its ability to maintain stewardship of EI funds and other obligations, as prescribed in the EI Act and Regulations.

The Department conducted a quantitative risk assessment to identify and quantify the nature and extent of risks or errors associated with the payment of sickness benefits that arise when the Department does not request a claimant to submit medical proof of illness. Currently, claimants do not have to submit proof during the first 9 weeks of illness. The study not only looked at the risks associated with this current practice, but also projected the impact if this requirement were relaxed for the full maximum 15 weeks of payment.

Results from this study have informed senior management of the need to implement mitigation strategies. Post-monitoring activities, implemented in fall 2012, will track payment accuracy and inform if any further mitigation are warranted.

ANNEX 1

KEY LABOUR MARKET STATISTICS

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ANNEX 1.1: LABOUR FORCE ESTIMATES

	% Change ¹ 2010/11- 2011/12	Annual Labour Force Estimates, by Fiscal Year (000s) ²									
		2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04	2002/03
Population	1.2	28,066.4	27,743.9	27,391.7	27,006.9	26,613.4	26,239.1	25,871.4	25,515.8	25,180.0	24,865.3
Labour force	0.8	18,724.0	18,584.2	18,363.9	18,248.3	17,968.1	17,612.5	17,335.7	17,189.7	17,008.0	16,683.9
Employment ³	1.3	17,344.3	17,121.3	16,827.6	17,038.2	16,896.3	16,513.3	16,187.5	15,971.1	15,722.8	15,426.1
Unemployment	-5.7	1,379.7	1,463.0	1,536.3	1,210.1	1,071.8	1,099.2	1,148.2	1,218.6	1,285.2	1,257.8
	% Point Change ⁴ 2010/11- 2011/12	Annual Labour Force Estimates, by Fiscal Year (%) ⁵									
		2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04	2002/03
Unemployment rate	-0.5	7.4	7.9	8.4	6.6	6.0	6.3	6.6	7.1	7.5	7.5
Participation rate	-0.3	66.7	67.0	67.0	67.5	67.5	67.1	67.0	67.4	67.5	67.1
Employment rate	0.1	61.8	61.7	61.4	63.1	63.5	62.9	62.6	62.6	62.5	62.0

Source: Statistics Canada, Labour Force Survey.

¹ Percentage growth between 2010/11 and 2011/12.

² Fiscal year data calculated using annual averages of unadjusted monthly data.

³ Employment includes those who are self-employed.

⁴ Percentage point difference between 2010/11 and 2011/12.

ANNEX 1.2: EMPLOYMENT, BY PROVINCE, GENDER AND AGE

	% Change 2010/11- 2011/12	Annual Employment, by Fiscal Year (000s) ¹									
		2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04	2002/03
NATIONAL	1.3	17,344.3	17,121.3	16,827.6	17,038.2	16,896.3	16,513.3	16,187.5	15,971.1	15,722.8	15,426.1
Province											
Newfoundland and Labrador	1.5	225.6	222.3	213.2	216.8	217.9	215.9	212.5	213.6	212.7	208.7
Prince Edward Island	2.6	72.3	70.5	69.5	69.1	68.9	68.5	67.9	67.0	66.2	64.9
Nova Scotia	0.2	454.1	453.2	451.0	452.5	448.5	443.3	441.5	442.0	433.2	425.1
New Brunswick	-0.9	351.6	354.7	359.4	359.0	358.7	350.5	348.8	348.7	342.8	344.4
Quebec	0.3	3,946.3	3,934.6	3,857.1	3,869.6	3,856.5	3,759.1	3,709.7	3,684.6	3,630.6	3,590.2
Ontario	1.5	6,747.1	6,646.1	6,507.8	6,635.8	6,595.8	6,478.5	6,390.0	6,317.4	6,236.5	6,088.8
Manitoba	0.4	625.0	622.7	610.0	609.2	600.9	590.8	582.4	580.4	572.7	569.4
Saskatchewan	0.4	527.1	524.8	520.3	515.6	505.5	498.4	482.1	485.2	477.6	473.8
Alberta	3.9	2,110.7	2,032.2	2,013.8	2,057.6	2,006.8	1,939.9	1,844.5	1,787.3	1,745.4	1,691.6
British Columbia	1.1	2,284.5	2,260.1	2,225.4	2,253.0	2,236.8	2,168.4	2,108.0	2,044.9	2,005.2	1,969.2
Gender											
Men	1.5	9,106.8	8,969.7	8,760.6	8,958.5	8,920.6	8,738.9	8,621.8	8,503.5	8,366.8	8,244.8
Women	1.1	8,237.5	8,151.5	8,067.0	8,079.7	7,975.7	7,774.5	7,565.8	7,467.6	7,356.0	7,181.3
Age											
15 to 24 years (youth)	0.3	2,460.9	2,454.7	2,454.5	2,617.8	2,628.9	2,560.6	2,498.5	2,465.4	2,433.8	2,416.2
25 to 54 years (core age)	0.8	11,784.7	11,685.8	11,573.7	11,740.5	11,715.4	11,579.2	11,440.9	11,387.4	11,286.0	11,192.4
55 years and over (older workers)	4.0	3,098.7	2,980.8	2,799.4	2,679.8	2,551.9	2,373.5	2,248.1	2,118.3	2,003.0	1,817.5

Source: Statistics Canada, Labour Force Survey.

¹ Fiscal year data calculated using annual averages of unadjusted monthly data.

ANNEX 1.3: EMPLOYMENT, BY INDUSTRY, EMPLOYMENT TYPE, CLASS OF WORKER AND JOB PERMANENCY

	% Change 2010/11- 2011/12	Annual Employment, by Fiscal Year (000s) ¹									
NATIONAL	1.3	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04	2002/03
Industry											
Goods-producing sector	0.9	3,805.9	3,770.6	3,701.8	3,962.3	3,978.9	3,982.6	3,999.2	4,003.7	3,932.3	3,915.2
Agriculture	0.5	304.2	302.8	313.9	318.8	334.8	343.5	350.5	328.8	329.5	333.1
Forestry, fishing, mining, quarrying, oil and gas	4.2	345.7	331.7	315.9	342.4	340.6	339.8	317.4	292.1	280.8	271.7
Utilities	-7.0	137.7	148.1	147.3	150.5	143.4	123.1	123.6	129.6	130.8	131.0
Construction	2.9	1,266.5	1,231.4	1,164.0	1,222.4	1,155.1	1,078.1	1,034.8	967.8	915.4	872.7
Manufacturing	-0.3	1,751.9	1,756.6	1,760.7	1,928.3	2,004.9	2,098.2	2,172.8	2,285.4	2,275.8	2,306.7
Services-producing sector	1.4	13,538.4	13,350.7	13,125.8	13,075.9	12,917.4	12,530.7	12,186.3	11,967.4	11,790.6	11,510.8
Trade	-0.5	2,663.6	2,677.1	2,655.1	2,675.9	2,686.5	2,621.2	2,580.2	2,513.9	2,467.5	2,403.2
Transportation and warehousing	3.4	844.9	817.4	803.6	845.5	828.7	799.0	798.5	799.0	799.6	769.0
Finance, insurance, real estate and leasing	-0.9	1,077.9	1,087.5	1,098.7	1,075.6	1,061.7	1,046.8	989.3	976.7	931.2	906.7
Professional, scientific and technical services	2.4	1,313.1	1,282.1	1,203.1	1,188.3	1,150.0	1,088.0	1,057.8	1,014.3	1,001.4	987.2
Business, building and other support services	-0.1	677.5	678.0	654.2	671.4	703.6	690.0	659.9	633.1	615.4	598.1
Educational services	0.7	1,226.5	1,218.2	1,203.9	1,181.3	1,183.5	1,161.3	1,120.7	1,041.4	1,033.2	1,012.6
Health care and social assistance	2.3	2,096.8	2,050.1	1,961.7	1,915.2	1,843.6	1,802.0	1,725.0	1,719.6	1,687.8	1,635.4
Information, culture and recreation	2.8	790.8	769.5	772.1	753.2	776.0	748.9	732.6	733.3	723.5	710.7
Accommodation and food services	5.2	1,106.6	1,052.0	1,057.2	1,087.3	1,069.0	1,031.4	998.0	1,007.2	994.4	992.8
Other services	2.4	770.8	752.8	782.0	755.8	728.7	707.4	694.2	702.6	709.5	699.3
Public administration	0.5	970.1	965.6	934.3	926.4	886.3	834.5	832.2	826.3	827.0	795.9

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ANNEX 1.3: EMPLOYMENT, BY INDUSTRY, EMPLOYMENT TYPE, CLASS OF WORKER AND JOB PERMANENCY (CONTINUED)

Employment type	% Change 2010/11- 2011/12	Annual Employment, by Fiscal Year (000s) ¹									
		2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04	2002/03
Full time	1.8	14,041.3	13,790.9	13,592.1	13,849.6	13,812.8	13,511.9	13,215.1	13,011.0	12,763.2	12,515.4
Part time	-0.8	3,302.9	3,330.4	3,235.5	3,188.6	3,083.4	3,001.4	2,972.4	2,960.1	2,959.7	2,910.6
Class of worker											
Employees	1.5	14,677.0	14,457.1	14,130.0	14,404.6	14,276.7	14,006.6	13,654.4	13,481.3	13,304.3	13,071.7
Public sector employees	0.8	3,563.9	3,535.2	3,439.5	3,409.2	3,319.8	3,191.3	3,130.4	3,055.5	2,968.8	2,915.5
Private sector employees	1.8	11,113.1	10,921.9	10,690.5	10,995.4	10,956.8	10,815.4	10,524.0	10,425.8	10,335.6	10,156.2
Self-employed²	0.1	2,667.3	2,664.2	2,697.6	2,633.6	2,619.6	2,506.7	2,533.1	2,489.8	2,418.5	2,354.4
Job permanency											
Employees	1.5	14,677.0	14,457.1	14,130.0	14,404.6	14,276.7	14,006.6	13,654.4	13,481.3	13,304.3	13,071.7
Permanent employees ³	1.2	12,665.7	12,518.1	12,322.4	12,640.4	12,453.3	12,174.2	11,850.1	11,748.1	11,653.1	11,394.2
Temporary employees ⁴	3.7	2,011.3	1,939.0	1,807.6	1,764.2	1,823.4	1,832.5	1,804.3	1,733.3	1,651.3	1,677.5

Source: Statistics Canada, Labour Force Survey.

¹ Fiscal year data calculated using annual averages of unadjusted monthly data.

² Includes both incorporated and unincorporated working owners, self-employed persons who do not have a business, and persons working in a family business without pay.

³ A permanent job is one that is expected to last as long as the employee wants it, if business conditions permit—that is, there is no predetermined end date.

⁴ A temporary job has a predetermined end date or will end as soon as a specified project is completed. This category includes seasonal jobs; temporary, term or contract jobs; including work done through a temporary help agency; casual jobs; and other temporary work.

ANNEX 1.4: UNEMPLOYMENT RATE, BY PROVINCE, GENDER, AGE, EDUCATIONAL LEVEL AND INDUSTRY

	% Point Change ¹	Annual Unemployment Rate, by Fiscal Year (%) ²										
	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04	2002/03	
NATIONAL	-0.5	7.4	7.9	8.3	6.6	6.0	6.3	6.6	7.1	7.5	7.5	
Province												
Newfoundland and Labrador	-0.7	12.9	13.6	15.6	14.0	13.1	14.5	15.4	15.4	16.2	16.6	
Prince Edward Island	-0.1	11.4	11.5	11.4	11.4	10.3	10.8	11.1	11.1	11.1	11.7	
Nova Scotia	-0.7	8.6	9.3	9.2	8.0	7.9	7.8	8.2	8.8	9.2	9.4	
New Brunswick	0.3	9.7	9.4	8.8	8.8	7.8	8.2	9.5	9.7	10.1	10.0	
Quebec	0.0	7.9	7.9	8.4	7.6	7.1	7.9	8.3	8.4	9.2	8.6	
Ontario	-0.7	7.7	8.4	9.1	7.1	6.3	6.4	6.5	6.8	6.9	7.0	
Manitoba	0.1	5.4	5.3	5.3	4.4	4.4	4.4	4.5	5.3	5.0	5.0	
Saskatchewan	-0.5	4.8	5.3	4.8	4.2	4.2	4.3	5.1	5.1	5.6	5.7	
Alberta	-1.0	5.2	6.2	6.9	4.2	3.5	3.5	3.8	4.4	5.0	5.4	
British Columbia	-0.6	7.1	7.7	7.9	5.3	4.3	4.6	5.3	6.9	8.0	8.2	
Gender												
Men	-0.7	7.7	8.4	9.5	7.3	6.3	6.5	6.8	7.4	7.9	7.9	
Women	-0.3	6.9	7.2	7.1	5.9	5.6	6.0	6.4	6.8	7.1	7.1	
Age												
15 to 24 years (youth)	-0.4	14.1	14.5	15.4	12.4	11.1	11.5	12.2	13.1	13.9	13.4	
25 to 54 years (core age)	-0.6	6.1	6.7	7.1	5.5	5.0	5.2	5.6	6.0	6.4	6.4	
55 years and over (older workers)	-0.2	6.2	6.4	6.6	5.5	4.7	5.1	5.0	5.4	5.8	5.9	
Educational level												
Less than high school ³	-0.6	15.1	15.7	16.1	12.9	12.0	12.3	12.3	13.2	13.7	13.7	
High school graduate ⁴	-0.7	8.2	8.9	9.5	7.3	6.3	6.5	6.9	7.3	7.8	7.7	
Post-secondary certificate or diploma ⁵	-0.4	5.9	6.4	6.9	5.3	4.8	5.0	5.3	5.5	5.8	5.8	
University degree ⁶	-0.2	4.9	5.1	5.2	4.3	3.7	3.8	4.5	4.8	5.4	5.0	
Industry												
Goods-producing sector	-1.0	6.2	7.2	9.3	7.3	5.9	6.2	6.1	6.4	6.9	7.0	
Agriculture	-0.1	6.1	6.2	5.6	5.3	4.8	4.8	5.4	5.9	6.0	6.0	

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ANNEX 1.4: UNEMPLOYMENT RATE, BY PROVINCE, GENDER, AGE, EDUCATIONAL LEVEL AND INDUSTRY (CONTINUED)

	% Point Change ¹	Annual Unemployment Rate, by Fiscal Year (%) ²									
		2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04
Forestry, fishing, mining, quarrying, oil and gas	-1.1	6.5	7.6	11.4	9.0	7.2	7.5	8.2	8.8	10.4	10.6
	0.4	2.5	2.1	3.1	1.7	1.8	2.0	1.9	2.2	2.6	2.5
	-1.4	7.8	9.2	10.8	8.0	6.6	7.5	7.2	8.3	9.2	9.7
	-0.9	5.3	6.2	9.1	7.3	5.8	5.8	5.6	5.5	6.0	5.9
Services-producing sector	-0.4	4.2	4.6	5.0	4.1	3.8	3.8	4.1	4.4	4.8	4.8
Trade	-0.2	4.9	5.1	5.8	4.7	4.1	3.9	4.4	4.6	4.8	5.0
Transportation and warehousing	-0.6	4.0	4.6	5.7	3.9	3.3	3.7	3.3	4.2	4.1	4.3
Finance, insurance, real estate and leasing	0.0	2.7	2.7	3.4	2.1	2.0	1.9	2.5	2.3	2.6	2.6
Professional, scientific and technical services	-0.2	3.1	3.3	4.3	3.0	2.7	2.9	3.1	3.6	4.0	4.6
Business, building and other support services	-1.2	8.7	9.9	11.0	9.5	7.7	7.9	8.5	9.3	10.7	8.9
Educational services	-0.2	4.0	4.2	4.1	3.6	3.8	3.4	3.4	4.2	4.1	3.7
Health care and social assistance	-0.5	1.8	2.3	2.0	1.8	1.7	1.8	2.0	2.4	2.3	2.2
Information, culture and recreation	-0.5	6.4	6.9	6.3	5.9	4.9	5.2	5.5	5.8	6.7	7.6
Accommodation and food services	-0.9	7.0	7.9	8.6	7.2	6.9	7.0	7.6	7.5	8.6	7.9
Other services	-0.3	4.1	4.4	5.3	4.2	3.6	3.9	3.9	4.6	5.1	5.2
Public administration	0.2	2.6	2.4	2.4	2.1	2.3	2.6	2.7	2.9	2.9	2.8

Source: Statistics Canada, Labour Force Survey.

¹ Percentage point difference between 2010/11 and 2011/12.

² Fiscal year data calculated using annual averages of unadjusted monthly data.

³ Includes 0 to 8 years of education and some high school.

⁴ Includes high school graduation and some post-secondary education (not completed).

⁵ Completed a certificate (including a trade certificate) or diploma from an educational institution beyond the secondary level. This includes a certificate from a vocational school, apprenticeship training, community college, college d'enseignement général et professionnel (CEGEP) or school of nursing. Also included are certificates below a bachelor's degree obtained at a university.

⁶ Includes at least a university bachelor's degree.

ANNEX 1.5: UNEMPLOYMENT RATE, BY EI REGION (%)¹

Unemployment Rate, by EI Region (%) ¹								
	Mar 2012	Dec 2011	Sep 2011	Jun 2011	Mar 2011	Dec 2010	Sep 2010	Jun 2010
Newfoundland and Labrador								
St. John's	7.1	7.1	6.3	5.5	6.8	7.1	7.9	7.4
Newfoundland and Labrador	18.2	18.6	18.2	16.5	17.8	17.9	19.8	20.6
Prince Edward Island								
Prince Edward Island	11.5	11.3	12.0	11.5	11.7	13.1	11.9	10.3
Nova Scotia								
Eastern Nova Scotia	14.1	16.6	15.8	17.2	16.5	15.8	15.7	14.8
Western Nova Scotia	9.5	10.0	10.0	10.4	11.1	10.8	10.9	10.7
Halifax	5.7	5.7	6.3	6.4	6.8	6.6	6.0	5.7
New Brunswick								
Fredericton-Moncton-Saint John	7.3	7.0	7.0	7.1	7.1	7.4	7.3	6.7
Madawaska-Charlotte ²	11.2	10.6	11.4	12.1	10.8	12.0	11.2	10.4
Restigouche-Albert	14.5	15.4	15.3	15.3	14.9	15.5	13.9	13.0
Quebec								
Gaspésie-Îles-de-la-Madeleine	12.9	13.7	13.5	13.9	14.8	14.4	18.0	16.7
Québec	5.2	4.5	4.9	6.9	5.3	4.5	5.4	5.8
Trois-Rivières	8.0	8.8	8.4	8.3	8.3	8.7	9.3	9.1
South Central Quebec	4.6	5.2	5.1	5.8	4.6	4.8	5.4	6.0
Sherbrooke	7.1	6.3	6.8	7.0	7.4	7.6	7.9	8.6
Montréal	9.1	8.7	6.6	7.0	7.7	7.3	7.2	7.2
Montréal	9.3	8.2	8.5	7.9	8.2	8.7	8.5	9.0
Central Quebec	9.6	8.2	7.8	8.2	7.8	8.7	8.4	8.0
Northwestern Quebec	10.1	9.9	9.2	10.3	9.7	10.9	11.8	9.6
Lower St. Lawrence and North Shore ²	9.9	9.2	9.3	10.2	11.3	10.5	11.9	10.6
Hull	6.0	7.1	6.3	6.8	6.5	6.7	6.7	6.1
Chicoutimi-Jonquière	6.2	5.7	7.0	7.7	8.2	7.8	8.2	7.6

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ANNEX 1.5: UNEMPLOYMENT RATE, BY EI REGION (%)¹ (CONTINUED)

Unemployment Rate, by EI Region (%) ¹								
	Mar 2012	Dec 2011	Sep 2011	Jun 2011	Mar 2011	Dec 2010	Sep 2010	Jun 2010
Ontario								
Ottawa	6.0	6.0	4.9	5.8	6.6	6.7	6.7	5.8
Eastern Ontario	8.6	8.6	8.5	8.4	7.9	8.8	8.3	9.6
Kingston	6.9	6.0	6.8	7.1	6.3	6.4	5.7	5.6
Central Ontario	7.6	8.8	8.9	8.6	9.9	9.0	9.3	8.9
Oshawa	7.5	7.1	7.5	10.1	8.9	9.7	10.5	9.8
Toronto	8.6	8.5	8.1	8.6	8.3	8.8	9.1	9.4
Hamilton	5.9	6.5	6.9	5.6	6.7	6.7	7.9	8.0
St. Catharines	7.7	7.7	8.4	9.2	9.7	9.4	9.2	8.8
London	8.8	9.9	8.9	8.3	8.3	8.8	8.4	8.5
Niagara	10.2	9.9	10.4	10.1	10.2	10.6	9.7	11.3
Windsor	11.1	11.2	8.7	10.8	9.7	11.2	11.9	12.5
Kitchener	6.7	6.9	6.2	7.1	6.7	7.8	6.8	8.0
Huron	9.7	7.5	7.4	8.1	10.1	10.7	9.0	9.2
South Central Ontario	5.4	5.4	5.9	7.5	7.0	7.4	8.2	7.7
Sudbury	6.5	5.3	6.3	8.1	7.4	9.2	9.7	9.1
Thunder Bay	5.7	7.3	6.7	7.2	6.8	6.8	6.9	5.3
Northern Ontario	11.4	12.1	12.1	12.4	11.7	11.4	12.8	12.7
Manitoba								
Winnipeg	5.8	5.9	5.9	5.7	5.6	5.3	5.9	5.9
Southern Manitoba	5.9	6.2	6.3	6.0	5.5	5.7	5.7	5.5
Northern Manitoba	28.7	28.4	28.1	28.1	26.4	29.7	30.0	28.5

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ANNEX 1.5: UNEMPLOYMENT RATE, BY EI REGION (%)¹ (CONTINUED)

Unemployment Rate, by EI Region (%) ¹								
	Mar 2012	Dec 2011	Sep 2011	Jun 2011	Mar 2011	Dec 2010	Sep 2010	Jun 2010
Saskatchewan								
Regina	4.3	3.7	4.7	5.5	4.9	4.8	4.9	4.6
Saskatoon	5.9	5.7	5.2	6.1	5.7	5.7	5.6	5.3
Southern Saskatchewan	6.1	6.7	6.7	6.2	7.0	7.2	6.8	6.6
Northern Saskatchewan	18.5	17.6	17.4	17.7	18.9	18.0	17.3	17.5
Alberta								
Calgary	5.1	5.4	6.2	5.8	6.1	6.3	6.8	7.7
Edmonton	5.6	5.6	5.5	6.0	6.2	5.8	7.0	7.8
Northern Alberta	8.8	9.0	8.9	8.7	8.8	9.8	9.6	9.5
Southern Alberta	5.8	6.0	6.6	6.8	6.7	7.0	7.1	7.8
British Columbia								
Southern Interior B.C.	8.2	8.7	8.4	9.2	9.3	11.1	9.6	9.5
Abbotsford	10.8	8.7	8.4	9.2	10.3	9.1	8.0	7.9
Vancouver	6.8	6.7	7.3	7.7	8.2	7.3	7.5	7.6
Victoria	6.0	6.9	7.0	6.9	6.9	6.4	6.4	6.8
Southern Coastal B.C.	8.1	8.3	10.0	10.2	9.6	7.4	9.1	7.9
Northern B.C.	12.0	11.2	11.1	10.4	12.2	10.9	11.4	10.6
Territories²								
Yukon	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0
Northwest Territories	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0
Nunavut	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0
NATIONAL	8.0	7.9	7.9	8.1	8.2	8.4	8.5	8.6

Source: HRSDC, EI administrative data; Statistics Canada, Labour Force Survey.

¹ Unemployment rates used by the Employment Insurance program are a three-month moving average of seasonally adjusted rates for the ending month.

² Unemployment rates for these regions have been determined using a transition formula prescribed in the *Employment Insurance Regulations*.

³ Yukon, the Northwest Territories and Nunavut unemployment rates are set at 25% for EI purposes.

ANNEX 1.6: DURATION OF UNEMPLOYMENT, BY PROVINCE, GENDER AND AGE¹

	Change 2010/11- 2011/12	Average Weeks Unemployed, by Fiscal Year ^{1,2}									
		2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	2003/04	2002/03
NATIONAL	0.0	18.6	18.5	16.7	13.6	13.9	14.4	15.2	15.6	15.8	16.0
Province											
Newfoundland and Labrador	0.1	15.7	15.6	15.2	14.5	15.1	15.6	16.4	15.8	18.2	17.4
Prince Edward Island	-0.8	12.3	13.1	13.5	13.1	12.0	13.4	12.9	12.8	10.7	11.3
Nova Scotia	-2.1	15.6	17.7	14.9	13.0	13.6	12.8	13.7	14.8	13.8	14.3
New Brunswick	0.6	15.9	15.3	13.9	13.5	11.5	12.9	13.4	13.8	13.1	14.2
Quebec	1.3	18.8	17.5	17.1	16.2	17.0	17.4	17.5	17.8	17.8	18.7
Ontario	-0.6	20.4	21.0	18.5	14.0	13.8	14.1	14.7	15.5	15.5	15.3
Manitoba	-0.3	13.6	13.9	11.8	10.2	10.6	11.3	13.5	13.1	12.2	11.8
Saskatchewan	-0.4	13.6	14.0	11.4	9.6	10.4	10.0	12.8	13.8	13.2	13.9
Alberta	-1.7	14.8	16.5	13.9	7.9	8.2	8.0	10.4	10.3	9.4	10.0
British Columbia	0.8	18.8	18.0	14.7	11.0	12.0	12.4	15.3	15.4	17.7	17.6
Gender											
Men	0.1	19.4	19.3	17.4	14.3	15.0	14.6	15.6	16.3	16.9	16.8
Women	-0.2	17.6	17.8	15.7	12.8	12.6	14.1	14.7	14.7	14.5	14.9
Age											
15 to 24 years (youth)	0.0	10.9	10.9	10.3	7.8	7.7	7.9	8.8	8.8	9.3	9.1
25 to 54 years (core age)	-0.2	20.6	20.8	18.3	15.5	16.2	16.4	17.2	17.9	17.9	18.0
55 years and over (older workers)	1.0	26.7	25.7	23.9	19.8	19.3	21.3	22.7	22.6	24.2	25.4

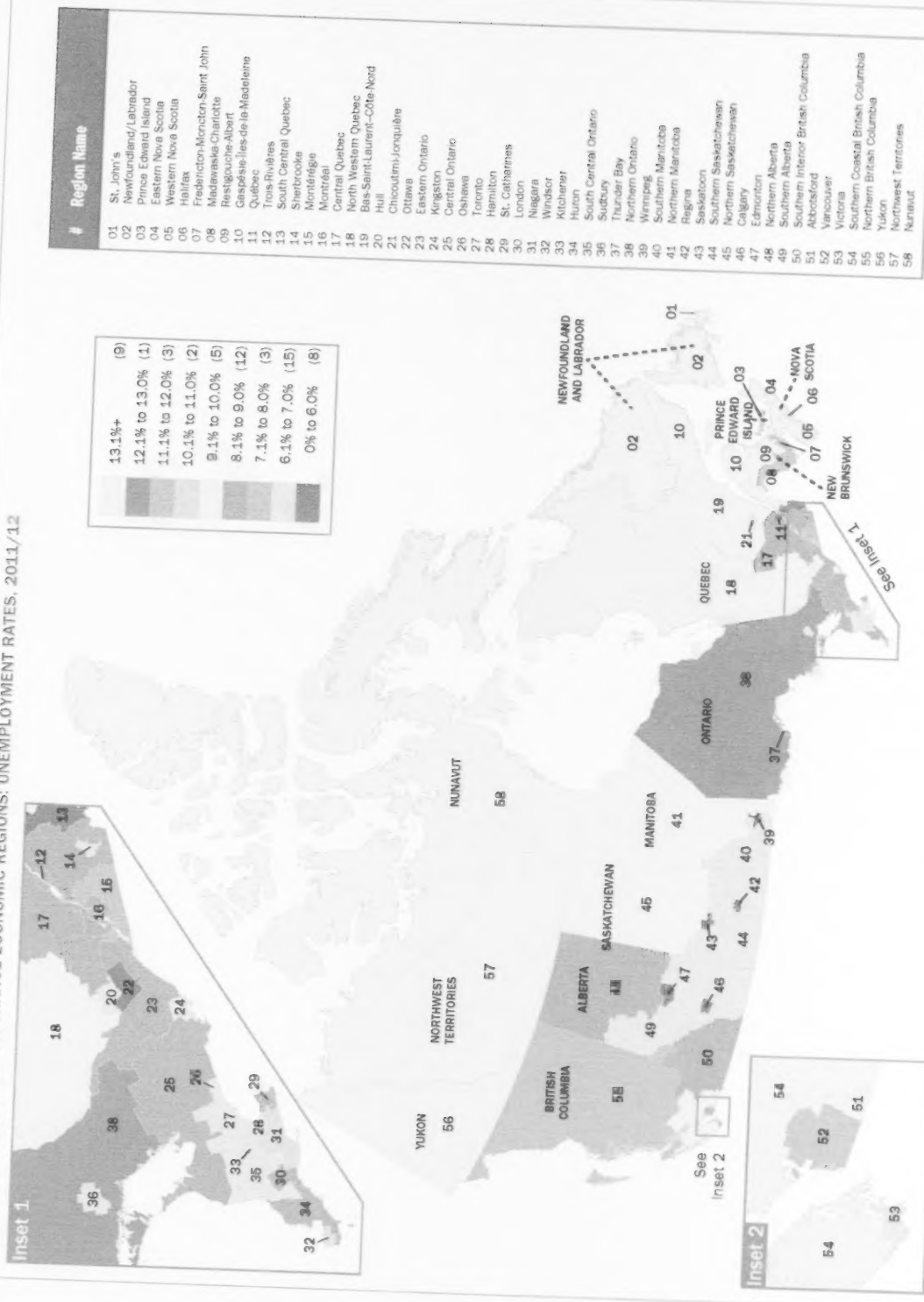
Source: Statistics Canada, Labour Force Survey.

¹ Duration of unemployment is the number of continuous weeks during which a person has been without work and is looking for work or is on temporary layoff.

² Fiscal year data calculated using annual averages of unadjusted monthly data.

³ For comparison with data from previous recessions, the data on the duration of unemployment have been coded with a maximum value of 99 weeks.

ANNEX 1.7: EMPLOYMENT INSURANCE ECONOMIC REGIONS: UNEMPLOYMENT RATES, 2011/12



ANNEX 2

INCOME BENEFITS DATA TABLES

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ANNEX 2.1: TOTAL INCOME BENEFITS

	New Claims ¹					Average Weekly Benefit ²					Amount Paid ³							
	% Change	[000s]				% Change	(\$)				% Change	(\$ Million)						
	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2007/08
Province/Territory																		
Newfoundland and Labrador	2.0	86.7	85.0	92.3	93.4	90.4	4.6	394	377	363	360	343	891.4	884.0	966.0	838.3	786.2	
Prince Edward Island	0.7	23.5	23.3	24.6	24.4	23.3	3.1	381	370	364	359	346	225.2	221.9	227.1	201.9	191.6	
Nova Scotia	2.1	88.1	86.3	90.7	89.9	82.7	4.0	377	363	356	349	334	805.2	791.1	825.9	696.7	638.9	
New Brunswick	0.7	91.9	91.3	94.1	91.9	88.9	3.1	370	359	352	347	335	847.8	833.8	859.5	723.9	684.5	
Quebec	3.7	525.0	506.3	579.1	571.8	511.8	3.6	378	364	360	351	339	3,563.7	3,896.4	4,181.3	3,342.9	3,117.0	
Ontario	4.8	593.7	566.6	701.4	731.3	551.7	3.0	382	371	369	366	349	5,202.5	5,874.9	6,917.4	4,922.8	4,037.8	
Manitoba	-0.3	58.2	58.4	66.7	62.0	51.4	2.7	368	358	352	345	329	452.1	487.8	514.8	390.5	349.7	
Saskatchewan	-1.0	43.7	44.2	49.8	46.2	40.2	4.2	392	376	369	364	342	378.3	408.0	426.1	321.4	294.2	
Alberta	-5.3	144.0	152.0	197.3	166.4	117.9	2.6	410	400	395	389	368	1,345.6	1,623.9	2,008.9	1,078.6	877.2	
British Columbia	-2.0	222.3	226.8	262.9	255.3	194.2	2.9	377	367	367	366	350	1,905.8	2,224.1	2,420.7	1,636.2	1,301.4	
Nunavut	-18.8	1.3	1.6	1.4	1.5	1.0	2.2	439	430	425	403	383	17.6	18.4	17.6	13.0	11.5	
Northwest Territories	-2.8	2.4	2.5	2.5	2.3	1.9	1.9	449	440	426	420	396	32.4	31.1	32.6	23.3	21.6	
Yukon	5.9	2.7	2.6	2.7	2.6	2.3	2.0	443	434	423	413	387	28.6	27.9	31.9	22.6	21.2	
Gender																		
Male	1.4	1,024.8	1,010.2	1,228.5	1,232.6	947.7	3.2	408	395	391	387	372	8,149.7	9,276.0	11,170.9	7,582.9	6,321.7	
Female	2.7	858.8	836.6	937.0	906.3	809.8	3.4	351	340	334	327	314	7,546.6	8,047.5	8,258.8	6,629.4	6,011.2	
Age																		
15 to 24 Years (Youth)	-6.3	204.3	218.1	253.3	249.4	203.3	3.4	342	331	326	325	308	1,426.0	1,595.3	1,962.7	1,418.9	1,209.7	
25 to 44 Years	0.1	903.0	901.7	1,061.5	1,057.5	887.3	2.9	393	381	377	370	355	8,268.2	9,057.2	10,323.4	7,807.2	6,961.4	
45 to 54 Years	4.1	434.4	417.4	508.9	510.3	408.0	3.3	387	374	372	367	349	3,298.5	3,793.9	4,249.1	2,995.4	2,495.1	
55 Years and Older (Older Workers)	10.5	341.9	309.6	341.8	321.7	258.9	3.8	373	359	356	351	335	2,703.4	2,877.1	2,894.5	1,990.8	1,666.6	

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ANNEX 2.1: TOTAL INCOME BENEFITS (CONTINUED)¹

	New Claims ¹						Average Weekly Benefit ²						Amount Paid ³					
	% Change		(000s)				% Change		(\$)				% Change		(\$ Million)			
	2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08
EI History ⁴																		
Long-Tenured Workers	6.2	599.9	536.4	755.6	746.0	526.9	2.6	415	405	401	396	381	-19.2	5,252.4	6,501.2	7,288.3	4,870.3	4,095.6
Occasional Claimants	-1.0	962.0	971.6	1,079.2	1,069.2	910.6	3.3	355	344	338	334	319	-6.5	7,303.4	7,808.1	9,090.8	6,816.2	6,210.0
Frequent Claimants	3.8	351.8	338.8	330.6	323.7	320.1	2.8	401	391	380	373	362	4.2	3,140.4	3,014.2	3,050.6	2,525.8	2,027.3
National	2.0	1,883.6	1,846.8	2,165.5	2,138.9	1,757.5	3.2	382	370	366	361	345	-9.4	15,696.2	17,323.5	19,429.7	14,212.3	12,332.9

¹ Source: EI administrative data.

² Includes claims for which at least \$1 of EI benefits was paid.

³ Takes into account benefit payments under regular, fishing, special (sickness, maternity, parental, compassionate), employment (section 25 of the *Employment Insurance Act*) and Work-Sharing benefits. Payments under Part II of the *Employment Insurance Act* are not included. Dollar figures encompass Family Supplement top-ups paid.

⁴ Long-tenured workers are EI claimants who have paid at least 30% of the maximum annual EI premiums for the past 7 of 10 years and who, over the last 5 years, have collected EI regular or fishing benefits for 35 weeks or less. Frequent claimants are EI claimants who have had 3 or more claims for EI regular or fishing benefits and have collected benefits for a total of more than 60 weeks in the past 5 years. Occasional claimants are EI claimants that do not meet the requirements for either long-tenured workers or frequent claimants.

ANNEX 2.2: REGULAR BENEFITS

Province/Territory	New Claims ¹					Average Duration ²					Average Weekly Benefit ³					Amount Paid ⁴							
	% Change	(\$000s)				% Change	(Weeks)				% Change	(\$)				% Change	(\$ Million)						
	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2009/10-2010/11	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	
Province/Territory																							
Newfoundland and Labrador	-0.6	67.3	67.7	73.3	74.1	70.3	-2.7		27.7	28.4	28.7	26.6	4.3	387	371	360	354	337	680.2	686.7	759.3	633.9	591.2
Prince Edward Island	-0.7	17.9	18.0	19.1	18.6	17.6	0.2		25.2	25.2	24.4	23.3	3.0	372	361	358	353	339	159.3	159.5	162.4	143.3	133.7
Nova Scotia	2.5	68.6	67.0	70.0	70.2	62.7	-3.0		24.8	25.6	23.9	22.8	4.0	374	360	353	347	331	584.4	581.6	608.2	494.3	447.5
New Brunswick	1.0	75.3	74.5	76.4	75.2	72.0	-1.5		24.0	24.4	24.2	22.2	3.2	371	359	353	349	336	637.5	631.2	655.2	541.1	514.9
Quebec	4.2	460.2	441.5	491.4	503.4	449.7	-7.2		20.1	21.7	20.3	18.3	3.8	382	368	363	355	344	3,144.5	3,433.1	3,657.3	2,926.8	2,722.6
Ontario	4.6	416.5	398.0	484.6	537.5	378.9	-13.4		21.8	25.2	22.4	17.8	3.2	383	371	368	369	353	3,151.3	3,796.3	4,653.7	2,957.5	2,207.7
Manitoba	4.4	39.1	37.5	42.9	39.6	32.2	-8.5	N/A	18.7	20.4	18.7	16.2	3.0	370	359	355	349	331	247.5	280.8	295.3	199.2	169.3
Saskatchewan	-0.7	28.8	29.0	34.1	31.1	26.1	-7.5		19.5	21.1	19.7	16.9	4.6	397	379	374	371	349	206.8	242.5	261.6	170.2	160.6
Alberta	-9.5	87.6	96.8	131.1	106.6	58.0	-16.8		19.4	23.3	21.1	14.7	2.7	418	406	399	399	375	671.6	950.5	1,277.6	442.0	309.3
British Columbia	-3.3	156.5	161.9	188.9	181.4	122.8	-10.8		21.6	24.2	21.6	16.9	3.4	380	368	369	372	355	1,174.5	1,479.0	1,652.9	939.3	667.0
Nunavut	-21.7	0.9	1.2	1.0	1.0	0.6	0.7		28.7	28.5	29.3	25.5	1.3	433	428	427	414	390	11.3	12.7	11.3	9.0	6.6
Northwest Territories	3.0	1.7	1.7	1.9	1.7	1.3	0.8		27.2	27.0	27.6	24.8	1.1	446	441	428	423	392	18.7	20.4	23.3	15.1	12.6
Yukon	-5.7	2.0	2.1	2.1	2.1	1.8	-12.9		22.7	26.0	25.3	21.4	3.0	444	431	423	417	388	20.2	20.2	24.4	17.0	14.5
Gender																							
Male	1.0	856.0	847.5	996.4	1,038.6	775.4	-9.9		21.3	23.7	22.3	18.9	3.2	408	395	390	387	373	6,911.5	7,969.7	9,610.0	6,350.5	5,215.7
Female	3.1	566.3	549.4	620.3	603.9	518.7	-8.5	N/A	21.9	23.9	21.2	18.5	4.0	347	333	330	324	310	3,796.3	4,324.7	4,432.4	3,138.2	2,742.0
Age																							
15 to 24 Years (Youth)	-7.6	149.4	161.6	189.3	184.4	137.0	-6.5		19.1	20.4	20.0	17.2	3.5	349	337	332	333	316	937.5	1,092.1	1,381.3	876.5	714.4
25 to 44 Years	-0.4	627.1	629.4	741.3	763.2	606.4	-9.6		20.7	22.9	21.4	18.3	3.3	393	381	376	372	356	4,623.4	5,404.5	6,488.4	4,382.0	3,758.1
45 to 54 Years	3.8	362.4	349.0	409.9	427.7	339.2	-9.3	N/A	22.2	24.5	22.2	18.9	3.2	388	376	373	369	352	2,816.0	3,282.7	3,659.5	2,539.8	2,089.5
55 Years and Older (Older Workers)	10.3	283.4	256.9	276.2	267.2	211.6	-11.3		24.3	27.4	24.4	20.7	3.7	375	362	358	354	338	2,330.9	2,515.1	2,513.1	1,690.4	1,395.6

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ANNEX 2.2: REGULAR BENEFITS (CONTINUED)

	New Claims ¹						Average Duration ²				Average Weekly Benefit ³				Amount Paid ⁴									
	% Change		(000s)		% Change		(Weeks)		% Change		(\$)		% Change		(\$ Million)									
	2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	2011/12	2010/11	2009/10	2008/09	2007/08	2011/12	2010/11	2009/10	2008/09	2007/08								
EI History⁵																								
Long-Tenured Workers	8.5	363.8	335.4	484.9	519.8	338.5		22.1	26.3	21.7	N/A	2.9	416	405	402	398	383	-28.2	3,025.9	4,214.5	4,837.8	2,858.0	2,267.4	
Occasional Claimants	-2.0	737.4	752.2	831.4	830.7	668.7	-7.3	N/A	20.4	22.1	21.2	17.6	3.5	351	349	343	340	324	-9.2	4,927.8	5,429.3	6,522.6	4,450.8	3,962.8
Frequent Claimants	3.8	321.0	309.2	300.4	292.0	287.0	-3.3	23.6	24.4	24.4	22.7	2.7	399	388	378	371	359	3.9	2,754.1	2,650.6	2,682.0	2,179.9	1,727.4	
Seasonality⁶																								
Seasonal Claimants	8.0	412.2	381.8	417.4	412.7	395.2	-1.1	19.9	20.1	19.3	17.9	2.9	402	391	384	376	364	-0.5	2,903.2	2,919.2	3,042.5	2,602.3	2,461.3	
Non-Seasonal Claimants	-0.5	1,010.0	1,015.1	1,199.2	1,229.8	898.9	-11.4	N/A	22.2	25.0	22.8	19.1	3.4	376	363	361	360	340	-16.8	7,804.7	9,375.2	10,999.9	6,886.4	5,496.3
National	1.8	1,422.3	1,396.9	1,616.6	1,642.5	1,294.1	-9.3	N/A	21.5	23.8	21.9	18.7	3.4	384	371	367	364	347	-12.9	10,707.8	12,294.4	14,042.4	9,488.7	7,957.6

Source: EI administrative data.

¹ Includes claims for which at least \$1 of regular benefits was paid.

² Data on duration of regular benefits are presented up to 2010/11, to ensure all claims were completed.

³ Taken into account Family Supplement top-ups paid to regular claimants.

⁴ Long-tenured workers are EI claimants who have paid at least 30% of the maximum annual EI premiums for the past 7 of 10 years and who, over the last 5 years, have collected EI regular or fishing benefits for 35 weeks or less. Frequent claimants are EI claimants who have had three or more claims for EI regular or fishing benefits and have collected benefits for a total of more than 60 weeks in the past 5 years. Occasional claimants are EI claimants who do not meet the requirements for either long-tenured workers or frequent claimants.

⁵ Seasonal claimants are individuals who established three or more claims in the previous five years, of which at least two were established about the same time of the year as their current claim.

ANNEX 2.3: REGULAR BENEFITS, BY INDUSTRY

	New Claims ^a						Average Duration ^a						Average Weekly Benefit ^a						Amount Paid ^a					
	% Change 2010/11- 2011/12	(\$000s)					% Change 2009/10- 2010/11	(Weeks)					% Change 2010/11- 2011/12	(\$)					% Change 2010/11- 2011/12	(\$ Million)				
		2011/12	2010/11	2009/10	2008/09	2007/08		2011/12	2010/11	2009/10	2008/09	2007/08		2011/12	2010/11	2009/10	2008/09	2007/08		2011/12	2010/11	2009/10	2008/09	2007/08
Goods-Producing Sector	0.9	534.2	529.4	630.9	732.5	541.4	-9.2	20.8	22.9	22.2	19.0	3.1	416	404	398	391	374	4,325.3	4,975.6	6,450.8	4,512.7	3,631.8		
Agriculture, Forestry, Fishing and Hunting ^d	0.8	64.0	63.5	70.2	73.1	73.7	-3.4		23.6	24.5	23.8	22.0	3.1	379	368	368	365	353	546.9	575.6	649.3	573.4	568.4	
Mining, and Oil and Gas Extraction	6.6	21.8	20.5	30.4	35.1	21.0	-10.1	N/A	21.1	23.5	24.4	18.9	3.2	462	448	438	430	414	194.7	220.6	414.8	210.1	157.1	
Utilities	-10.2	4.5	5.0	5.3	4.5	4.0	-12.9	19.1	21.9	19.6	15.1		3.2	459	445	432	422	407	38.0	46.2	43.7	28.1	23.9	
Construction	1.9	272.8	267.8	287.5	279.3	211.6	-7.4	19.2	20.8	20.3	17.0		3.0	438	425	416	407	395	2,124.2	2,291.5	2,519.7	1,687.7	1,366.1	
Manufacturing	-0.9	171.1	172.7	237.6	340.6	231.1	-10.9	22.2	25.0	23.2	19.9		3.0	388	377	380	378	357	1,421.5	1,841.6	2,823.4	2,013.4	1,516.3	
Services-Producing Sector	2.5	844.1	823.8	944.0	875.9	794.1	-9.7	21.9	24.3	21.6	18.5	3.7	365	351	348	342	328	6,056.6	6,978.9	7,297.4	4,810.0	4,218.4		
Wholesale Trade	-3.1	48.4	50.0	63.2	63.4	49.2	-14.8	25.3	29.6	26.1	21.7		3.0	376	365	366	355	340	456.7	588.4	672.7	415.6	354.1	
Retail Trade	-5.5	89.5	94.7	100.3	93.8	75.6	-9.9	24.6	27.3	24.3	21.3		3.3	323	313	304	300	286	695.3	802.1	774.9	514.5	446.4	
Transportation and Warehousing	2.8	63.0	61.3	76.0	73.8	58.8	-14.1	19.8	23.0	21.5	17.8		2.7	367	358	360	360	340	422.6	515.9	644.2	405.3	339.7	
Information and Cultural Industries	0.7	13.3	13.2	17.2	16.9	11.8	-11.9	25.7	29.2	25.3	20.5		2.3	405	396	387	381	367	134.1	172.3	185.5	105.7	89.2	
Finance and Insurance	-3.2	16.1	16.6	20.8	19.3	14.4	-12.8	27.4	31.4	26.0	21.9		4.6	396	379	382	370	351	170.4	220.1	222.5	133.4	107.2	
Real Estate, and Rental and Leasing	5.1	18.7	17.8	21.5	19.7	14.0	-13.7	24.9	28.8	24.9	20.9		5.0	370	353	348	348	329	160.6	185.5	201.5	116.7	95.9	
Professional, Scientific and Technical Services	-0.7	53.5	53.9	65.8	68.7	46.2	-11.3	23.3	26.3	24.2	19.9		3.8	406	391	387	382	364	479.2	569.6	729.4	409.2	316.5	
Management of Companies and Enterprises	-8.0	6.8	7.4	8.1	9.0	6.0	-8.6	24.1	26.4	24.6	21.3		2.3	403	394	380	357	358	62.6	75.0	85.9	54.1	42.2	
Administrative and Support, Waste Management and Remediation Services	3.4	99.1	95.8	112.8	106.0	80.4	-10.0	23.6	26.3	23.9	20.3		2.4	349	341	334	331	318	751.3	856.1	961.2	607.5	504.3	
Educational Services	18.5	149.3	126.0	149.0	135.2	128.7	-7.0	13.6	14.6	11.0	10.3		3.2	400	387	382	372	364	615.7	664.9	599.3	461.3	428.1	

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ANNEX 2.3: REGULAR BENEFITS, BY INDUSTRY (CONTINUED)

	New Claims ¹					Average Duration ²					Average Weekly Benefit ³					Amount Paid ⁴								
	% Change 2010/11- 2011/12	(\$000s)				% Change 2009/10- 2010/11	(Weeks)				% Change 2010/11- 2011/12	(\$)				% Change 2010/11- 2011/12	(\$ Million)							
		2011/12	2010/11	2009/10	2008/09		2007/08	2011/12	2010/11	2009/10		2008/09	2007/08	2011/12	2010/11		2009/10	2008/09	2007/08					
Health Care and Social Assistance	2.3	55.5	54.3	53.0	45.8	43.2	-7.5	23.0	24.8	21.3	19.3	2.9	353	343	337	329	314	-5.9	400.3	425.5	349.6	254.2	236.2	
Arts, Entertainment and Recreation	-1.3	34.1	34.6	37.1	32.3	30.2	-7.5	21.5	23.2	21.4	19.3	3.0	337	328	321	315	305	-9.1	230.7	253.9	243.2	185.2	172.3	
Accommodation and Food Services	-4.6	73.1	76.7	83.3	75.4	67.2	-6.4	N/A	24.4	26.0	24.1	21.5	5.0	300	285	282	282	270	-9.5	505.7	558.8	572.3	409.0	379.2
Other Services	-0.8	47.3	47.7	55.8	50.8	43.5	-8.8	23.8	26.1	23.9	21.1	3.8	349	337	329	325	308	-15.8	369.3	438.8	448.2	299.9	272.8	
Public Administration	3.3	76.4	74.0	80.5	66.8	65.0	-7.3	21.6	23.3	20.6	19.0	3.3	400	388	380	370	356	-7.6	602.3	651.9	606.9	438.5	434.4	
Unclassified	0.6	43.9	43.6	41.7	33.0	18.6	-7.8	N/A	23.8	25.8	23.9	20.7	3.5	356	344	343	341	326	-4.1	325.9	339.9	294.2	160.0	107.5
All Industries	1.8	1,422.3	1,396.9	1,616.6	1,642.5	1,294.1	-9.3	N/A	21.5	23.8	21.9	18.7	3.4	384	371	367	364	347	-12.9	10,707.8	12,294.4	14,042.4	9,488.7	7,957.6

Source: EI administrative data.

¹ Includes claims for which at least \$1 of EI regular benefits was paid.

² Data on duration of regular benefits are presented up to 2010/11, to ensure all claims were completed.

³ Taxes into account Family Supplement Topups paid to regular claimants.

⁴ Due to small numbers, regular benefits received under fish harvesting (self-employed) have been counted as part of the agriculture, forestry, fishing and hunting industry. Note that the majority of fish harvesting (self-employed) claims are counted toward fishing claims (see Annex 2.6 for fishing claims).

ANNEX 2.5: REGULAR BENEFITS, BY EI REGION

	Unemployment Rate (%) ¹			New Claims ²						Average Duration ³				
	2011/12	Δ ⁴	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	% Change 2009/10- 2010/11	(Weeks)				
										2011/12	2010/11	2009/10	2008/09	2007/08
EI Region														
Newfoundland and Labrador														
St. John's	6.5	-0.9	-0.3	10,560	10,590	11,780	11,450	10,660	-3.3	N/A	21.9	22.6	21.9	19.8
Newfoundland/ Labrador	17.8	-1.5	-1.2	56,870	57,570	61,500	62,640	59,980	-2.4		28.8	29.5	29.9	27.9
Prince Edward Island														
Prince Edward Island	11.6	0.0	-1.0	18,380	18,570	19,370	18,590	17,670	0.0	N/A	24.9	24.9	24.3	23.3
Nova Scotia														
Eastern Nova Scotia	16.3	0.6	2.3	23,340	22,820	23,000	23,860	22,550	-3.9	N/A	27.6	28.8	27.1	25.9
Western Nova Scotia	10.0	-0.9	0.7	31,290	31,080	32,770	32,970	29,280	0.0		24.6	24.6	22.9	22.4
Halifax	6.1	-0.2	8.3	13,740	12,690	13,730	13,190	11,180	-10.1		20.4	22.7	20.4	17.4
New Brunswick														
Fredericton- Moncton-Saint John	7.1	0.0	3.4	20,710	20,020	19,830	18,430	16,720	-6.7	N/A	19.9	21.3	18.7	15.9
Madawaska- Charlotte ⁶	11.3	0.2	5.8	13,500	12,760	13,980	13,910	13,420	1.9		23.2	22.8	23.0	21.6
Restigouche- Albert	15.1	0.9	-1.3	41,210	41,750	42,490	42,760	41,950	0.4		26.4	26.3	26.9	24.9
Quebec														
Gaspésie-Îles- de-la-Madeleine	13.7	-2.3	-0.4	26,490	26,590	27,790	27,920	27,280	0.2	N/A	27.2	27.2	27.4	27.4
Québec	5.4	0.3	3.5	35,740	34,530	37,710	38,590	34,240	-8.2		16.3	17.8	16.2	13.7
Trois Rivières	8.5	-0.5	2.7	10,220	9,950	10,720	10,510	9,510	0.9		20.9	20.7	19.6	18.3
South Central Quebec	5.1	-0.2	10.2	11,480	10,420	11,760	13,990	11,930	-13.0		14.4	16.5	16.1	13.4
Sherbrooke	6.8	-1.1	9.6	9,400	8,580	9,640	10,110	9,370	-1.3		18.0	18.2	17.5	14.0
Montréal	7.8	0.6	6.0	32,230	30,400	33,670	35,100	30,380	-12.3		18.0	20.5	19.7	16.8
Montréal	8.4	-0.3	5.0	157,750	150,210	173,440	170,980	148,790	-11.7		20.7	23.4	20.8	17.3
Central Quebec	8.3	0.0	7.9	81,930	75,920	83,990	88,660	77,520	-3.6		19.6	20.3	19.4	18.8
North Western Quebec	9.9	-0.7	-2.9	21,390	22,040	24,890	26,640	24,580	-5.1		21.2	22.4	21.9	21.4
Lower St. Lawrence and North Shore ⁶	9.9	-1.2	0.1	51,040	50,990	54,220	57,330	54,650	-1.6		21.1	21.5	21.7	20.9
Hull	6.7	0.2	9.3	11,520	10,540	10,720	10,790	9,760	-5.2		17.7	18.7	17.1	14.5
Chicoutimi- Jonquière	6.8	-1.2	-3.2	11,170	11,540	12,820	13,130	12,030	-5.8		18.5	19.7	19.6	18.9
Ontario														
Ottawa	5.7	-0.7	13.5	21,380	18,840	21,620	19,860	16,620	-12.8	N/A	19.6	22.5	19.4	15.9
Eastern Ontario	8.5	-0.4	8.3	19,130	17,660	18,880	19,560	16,390	-5.0		21.1	22.2	19.5	16.6
Kingston	6.6	0.6	10.8	4,420	3,990	4,550	4,390	3,680	-16.3		17.9	21.4	17.6	15.8

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ANNEX 2.5: REGULAR BENEFITS, BY EI REGION (CONTINUED)

	Unemployment Rate (%) ¹			New Claims ²						Average Duration ³				
	2011/12	Δ ⁵	% Change 2010/11- 2011/12						% Change 2009/10- 2010/11	(Weeks)				
				2011/12	2010/11	2009/10	2008/09	2007/08		2011/12	2010/11	2009/10	2008/09	2007/08
Central Ontario	8.7	-0.6	11.0	47,260	42,590	50,680	53,450	38,640	-11.9	N/A	20.7	23.4	20.4	16.3
Oshawa	8.2	-1.7	15.8	12,410	10,720	13,100	16,280	14,190	-15.4		21.5	25.4	20.9	15.7
Toronto	8.4	-0.6	2.6	148,580	144,840	180,530	193,090	130,750	-14.6		23.6	27.7	24.1	19.2
Hamilton	6.2	-1.3	1.3	20,970	20,710	23,430	27,650	18,030	-15.6		20.8	24.6	21.8	16.8
St. Catharines	8.4	-1.0	4.5	16,880	16,150	19,720	21,960	16,460	-15.5		20.9	24.7	21.3	16.7
London	9.0	0.4	4.2	14,490	13,900	17,230	21,340	14,440	-12.9		20.6	23.6	21.2	16.9
Niagara	10.1	-0.4	8.5	13,940	12,850	15,310	17,480	11,520	-11.2		22.4	25.2	23.5	17.8
Windsor	10.3	-1.2	-10.9	11,740	13,180	15,260	24,440	16,510	-14.7		19.8	23.2	22.1	15.9
Kitchener	6.8	-0.9	5.1	15,150	14,420	17,740	22,350	14,170	-16.6		20.7	24.8	23.0	16.8
Huron	8.2	-1.6	5.7	14,380	13,600	16,610	20,810	13,690	-12.9		21.0	24.1	22.5	17.2
South Central Ontario	6.2	-1.5	2.9	15,010	14,580	18,130	25,590	14,130	-15.4		18.9	22.3	20.4	16.1
Sudbury	6.6	-2.6	-3.7	5,710	5,930	10,610	7,480	5,660	-15.0		20.0	23.6	21.0	16.6
Thunder Bay	6.9	0.4	12.3	4,840	4,310	5,550	6,120	5,220	-27.7		15.9	22.1	19.5	17.2
Northern Ontario	12.1	0.0	3.3	29,960	28,990	34,880	34,920	28,570	-4.7		22.9	24.0	23.9	21.2
Manitoba														
Winnipeg	5.8	0.1	6.2	21,050	19,820	23,230	21,190	16,610	-9.1	N/A	17.4	19.2	17.1	14.3
Southern Manitoba	6.1	0.4	2.7	10,550	10,270	11,500	10,790	8,910	-12.3		16.0	18.2	16.8	13.8
Northern Manitoba	28.1	-0.8	3.5	7,490	7,240	7,930	7,550	6,600	-2.5		26.3	27.0	25.5	24.4
Saskatchewan														
Regina	4.7	0.0	5.1	4,110	3,910	5,130	3,920	3,430	-15.0	N/A	16.2	19.0	15.6	13.5
Saskatoon	5.8	0.3	0.3	6,560	6,540	7,360	6,250	4,880	-11.3		17.2	19.4	16.6	13.9
Southern Saskatchewan	6.5	-0.4	-3.2	8,210	8,480	10,180	9,530	8,010	-11.8		17.4	19.7	17.9	14.5
Northern Saskatchewan	17.8	0.1	-1.3	10,400	10,540	12,540	12,400	10,390	-1.7		24.2	24.6	24.4	21.6
Alberta														
Calgary	5.7	-1.1	-11.9	26,080	29,610	42,560	34,410	15,280	-19.1	N/A	19.9	24.6	22.4	14.5
Edmonton	5.7	-1.1	-10.8	29,490	33,060	39,990	32,840	17,740	-16.2		19.1	22.8	19.8	13.6
Northern Alberta	8.9	-0.6	-4.2	8,310	8,670	11,270	9,710	6,260	-11.1		20.9	23.5	21.5	17.2
Southern Alberta	6.4	-0.8	-7.8	22,790	24,720	37,090	28,940	17,580	-18.2		18.6	22.7	21.2	14.7

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ANNEX 2.5: REGULAR BENEFITS, BY EI REGION (CONTINUED)

	Unemployment Rate (%) ¹			New Claims ²						Average Duration ³				
	% Change		2010/11-2011/12	% Change					2009/10-2010/11	(Weeks)				
	2011/12	△ ⁵		2011/12	2010/11	2009/10	2008/09	2007/08		2011/12	2010/11	2009/10	2008/09	2007/08
British Columbia														
Southern Interior B.C.	8.7	-1.2	-3.4	33,070	34,220	39,120	39,620	27,390	-9.6	N/A	21.6	23.9	21.3	16.0
Abbotsford	9.2	0.8	-1.3	8,570	8,680	9,490	8,640	5,990	-10.0		20.8	23.1	20.3	15.2
Vancouver	7.3	-0.3	-4.5	63,510	66,490	78,510	69,010	44,800	-11.3		22.2	25.1	22.1	16.9
Victoria	6.8	0.1	0.1	9,190	9,180	10,400	9,290	5,590	-14.1		19.8	23.0	20.4	14.9
Southern Coastal B.C.	9.3	1.0	-4.7	23,510	24,670	26,700	28,990	19,330	-11.3		20.1	22.7	20.6	16.2
Northern B.C.	11.2	-0.2	-2.9	18,460	19,010	24,940	26,150	19,420	-8.4		22.5	24.5	22.7	19.8
Territories ⁷														
Yukon	25.0	0.0	-3.7	2,060	2,140	2,180	2,120	1,770	-14.8	N/A	22.6	26.6	25.8	21.7
Northwest Territories	25.0	0.0	2.4	1,720	1,680	1,910	1,810	1,370	-2.1		27.4	28.0	28.3	25.5
Nunavut	25.0	0.0	-16.2	930	1,110	930	990	590	3.5		29.2	28.2	29.3	25.5
National	8.0	-0.5	1.8	1,422,270	1,396,860	1,616,610	1,642,470	1,294,060	-9.3	N/A	21.5	23.8	21.9	18.7

ANNEX 2.5: REGULAR BENEFITS, BY EI REGION (CONTINUED)

	Average Weekly Benefit ^a						Amount Paid ^a					
	% Change	(\$)					% Change	(\$ Million)				
	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2007/08
EI Region												
St. John's	4.1	403	387	374	364	345	-8.0	82.2	89.4	96.1	72.7	70.7
Newfoundland/ Labrador	4.3	384	369	357	352	335	0.2	600.6	599.6	658.3	562.8	524.1
Prince Edward Island												
Prince Edward Island	3.2	373	362	359	353	339	0.5	162.2	161.5	162.0	143.5	134.5
Nova Scotia												
Eastern Nova Scotia	3.4	384	371	364	355	337	2.8	230.0	223.8	233.6	199.0	184.6
Western Nova Scotia	4.5	371	355	348	343	329	1.2	260.4	257.2	269.7	221.0	204.2
Halifax	3.8	366	352	345	340	325	-2.0	93.2	95.1	100.5	73.3	60.6
New Brunswick												
Fredericton- Moncton-Saint John	3.7	356	343	340	337	321	-3.8	132.3	137.5	130.0	89.5	80.9
Madawaska- Charlotte ⁶	2.3	367	358	356	352	344	1.3	105.3	104.0	112.8	96.2	91.9
Restigouche- Albert	3.4	379	367	358	353	340	3.0	400.2	388.5	409.2	355.1	342.7
Quebec												
Gaspésie-Îles- de-la-Madeleine	3.3	392	379	369	361	348	0.4	263.9	262.8	275.6	256.0	251.6
Québec	4.5	386	369	365	354	341	-14.1	193.8	225.6	213.5	167.2	153.9
Trois Rivières	3.6	390	377	371	369	351	-6.2	73.0	77.8	72.8	64.1	54.5
South Central Quebec	4.3	372	356	351	344	329	-8.2	53.0	57.7	69.8	59.1	49.2
Sherbrooke	3.4	370	358	357	343	331	-8.0	50.3	54.7	60.2	45.1	42.4
Montréal	3.8	370	356	351	347	338	-9.7	190.2	210.7	235.8	187.6	164.4
Montréal	3.5	370	357	353	345	335	-15.3	1,052.5	1,242.3	1,317.2	915.6	851.9
Central Quebec	4.0	389	374	369	360	348	-0.9	555.8	560.6	611.7	517.8	475.3
North Western Quebec	4.6	407	389	379	376	361	-7.0	171.6	184.5	213.3	188.5	180.7
Lower St. Lawrence and North Shore ⁶	4.2	399	383	376	366	356	-0.7	397.3	400.3	431.2	396.2	382.5
Hull	2.5	388	378	375	364	356	-6.6	68.6	73.5	68.2	52.6	46.4
Chicoutimi- Jonquière	3.9	395	380	371	363	357	-9.5	74.7	82.6	89.4	79.3	72.8
Ontario												
Ottawa	5.1	391	372	375	373	354	-13.6	144.0	166.6	163.0	105.0	92.2
Eastern Ontario	3.9	372	358	354	353	336	-5.3	131.0	138.4	139.4	103.1	88.8
Kingston	4.9	376	358	366	355	336	-13.3	26.4	30.4	31.2	20.9	17.2
Central Ontario	3.9	373	359	353	358	347	-9.7	320.3	354.6	413.3	273.9	193.8

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ANNEX 2.5: REGULAR BENEFITS, BY EI REGION (CONTINUED)

	Average Weekly Benefit ^a						Amount Paid ^a					
	% Change	(\$)					% Change	(\$ Million)				
	2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08
EI Region												
Oshawa	3.1	407	395	390	394	381	-19.9	89.2	111.4	140.8	91.7	64.2
Toronto	2.5	379	370	367	364	350	-20.2	1,236.9	1,550.7	1,855.3	1,119.0	820.2
Hamilton	2.8	381	371	367	370	354	-22.3	145.3	186.9	232.7	139.4	107.1
St. Catharines	4.0	363	349	353	356	338	-18.4	113.8	139.4	170.0	108.7	85.0
London	4.2	377	361	368	370	360	-14.0	105.1	122.2	161.4	112.7	80.4
Niagara	3.6	396	382	376	375	346	-12.3	109.1	124.4	158.7	92.2	64.1
Windsor	3.3	401	389	373	389	367	-17.6	90.4	109.7	175.4	130.5	83.6
Kitchener	4.0	383	368	366	371	361	-17.1	110.9	133.9	191.1	116.4	78.8
Huron	1.5	396	390	380	378	355	-11.7	110.0	124.5	169.6	108.2	83.4
South Central Ontario	3.5	381	368	367	374	352	-23.5	96.4	125.9	176.0	126.7	75.9
Sudbury	1.7	384	377	391	379	366	-34.0	40.8	61.8	88.7	39.6	34.6
Thunder Bay	2.7	396	386	384	387	370	-21.5	26.9	34.3	49.3	32.8	33.4
Northern Ontario	4.0	402	387	381	379	361	-8.3	251.3	274.0	327.8	233.3	202.7
Manitoba												
Winnipeg	3.1	370	359	353	349	332	-15.4	121.1	143.1	146.0	93.2	75.7
Southern Manitoba	1.2	362	358	351	345	323	-13.4	56.6	65.4	71.7	48.2	39.9
Northern Manitoba	5.0	382	364	364	356	338	-1.3	70.1	71.0	74.5	57.0	52.7
Saskatchewan												
Regina	4.6	402	384	379	375	348	-22.2	23.4	30.1	31.5	17.8	17.1
Saskatoon	3.8	400	385	378	365	347	-21.4	40.6	51.6	47.8	26.8	23.8
Southern Saskatchewan	4.9	387	369	367	369	334	-18.2	51.3	62.7	72.7	45.4	39.2
Northern Saskatchewan	5.4	402	381	378	379	363	-10.1	95.8	106.6	123.4	85.0	84.4
Alberta												
Calgary	2.1	414	406	399	399	378	-31.6	212.1	310.1	448.7	138.1	81.6
Edmonton	2.7	425	414	404	402	379	-29.3	220.5	311.8	376.8	131.2	89.5
Northern Alberta	4.7	438	419	416	413	388	-21.9	71.1	91.0	114.6	48.4	41.1
Southern Alberta	3.1	406	394	391	391	368	-31.9	160.7	235.9	344.5	118.6	88.4

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ANNEX 2.5: REGULAR BENEFITS, BY EI REGION (CONTINUED)

	Average Weekly Benefit ¹						Amount Paid ²					
	% Change	(\$)					% Change	(\$ Million)				
	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2007/08
EI Region												
British Columbia												
Southern Interior B.C.	3.9	383	368	367	372	357	-17.1	247.5	298.5	342.6	203.9	132.9
Abbotsford	3.8	335	323	331	329	304	-6.8	58.2	62.5	69.0	37.3	27.4
Vancouver	3.4	374	362	368	364	342	-26.0	476.8	644.7	681.8	331.3	239.6
Victoria	-0.4	379	381	373	368	356	-16.1	62.9	75.0	85.0	45.3	27.9
Southern Coastal B.C.	3.0	379	368	368	381	375	-15.8	171.9	204.2	230.5	149.7	107.5
Northern B.C.	4.4	417	399	392	401	385	-20.6	156.7	197.3	246.6	173.1	128.8
Territories³												
Yukon	3.0	445	432	420	415	388	0.4	20.7	20.6	25.2	17.3	14.7
Northwest Territories	1.8	448	440	428	423	393	-6.3	19.5	20.8	24.1	15.9	13.5
Nunavut	0.9	433	430	427	414	389	-11.1	11.3	12.7	11.3	9.0	6.6
National	3.4	384	371	367	364	347	-12.9	10,707.8	12,294.4	14,042.4	9,488.7	7,957.6

Note: The local unemployment rates presented in this annex are those of EI economic regions. These regional rates come from the Labour Force Survey, with an adjustment made to include unemployment rates for status Indians living on Indian reserves, as per section 54(x) of the *Employment Insurance Act*. If this adjustment was performed on the national unemployment rate, the figure of 7.4% presented in Chapter 1 and Annex 1 for 2011/12 would become 8.0%.

Sources: EI administrative data, Labour force Survey.

¹ Calculated using annual averages of seasonally adjusted data over fiscal years.

² Includes claims for which at least \$1 of regular benefits was paid.

³ Data on duration of regular benefits are presented up to 2010/11, to ensure all claims were completed.

⁴ Takes into account Family Supplement top-ups paid to claimants with regular benefits.

⁵ Percentage point difference between 2010/11 and 2011/12.

⁶ Unemployment rates for these regions have been determined using a transition formula prescribed in the *Employment Insurance Regulations*.

⁷ Yukon, Northwest Territories and Nunavut unemployment rates are set at 25% for EI purposes.

ANNEX 2.6: FISHING BENEFITS

Province/Territory	New Claims ¹				Average Duration ²				Average Weekly Benefit ³				Amount Paid ⁴											
	% Change				% Change	(Weeks)			% Change	(\$)			% Change	(\$ Million)										
	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	2009/10-2010/11	2010/11-2011/12	2009/10-2010/11	2010/11-2011/12	2009/09	2008/08	2010/11-2011/12	2010/11	2009/10	2008/09	2007/08							
Newfoundland and Labrador	10.2	12,442	11,295	12,070	13,569	13,920	-3.7	19.9	20.7	20.5	20.6	5.5	440	417	399	404	395	14.3	105.8	92.5	100.0	107.1	106.7	
Prince Edward Island	-1.6	2,968	3,015	3,104	3,220	3,327	-0.1	19.6	19.6	19.5	19.7	2.9	449	436	421	415	406	-0.2	23.8	23.9	24.7	25.2	25.8	
Nova Scotia	1.0	5,611	5,558	5,563	5,518	5,744	0.0	19.6	19.6	19.1	19.2	2.9	444	432	418	407	401	6.3	49.9	47.0	46.1	43.4	44.5	
New Brunswick	2.6	2,788	2,718	2,806	2,871	3,054	0.7	19.6	19.5	19.3	19.1	3.3	454	440	428	419	404	11.3	25.8	23.2	24.4	23.4	23.7	
Quebec	1.4	1,499	1,478	1,565	1,601	1,639	1.3	19.7	19.4	19.4	19.8	3.2	459	445	431	421	409	10.0	12.8	11.6	11.8	11.8	11.5	
Ontario	7.8	97	90	80	66	80	2.1	20.5	20.1	20.2	21.1	2.5	404	394	390	360	363	2.0	1.0	1.0	0.8	0.7	0.6	
Manitoba	-13.2	775	893	927	809	830	-0.2	N/A	22.8	22.8	23.5	23.3	1.6	377	371	376	382	368	-14.2	7.9	9.2	9.1	8.9	8.4
Saskatchewan	-11.8	120	136	155	111	112	6.5	24.7	23.2	24.4	24.0	-7.1	342	368	351	354	304	4.0	0.5	0.5	0.6	0.3	0.4	
Alberta	0.0	25	25	22	24	32	5.7	22.0	20.8	19.2	19.1	1.9	429	421	387	391	386	180.0	0.3	0.1	0.2	0.1	0.5	
British Columbia	-4.6	3,142	3,294	2,969	2,701	3,098	1.0	23.0	22.8	22.9	22.4	0.9	415	411	393	368	351	-4.2	31.0	32.4	27.0	24.9	26.7	
Nunavut	33.3	28	21	27	28	23	-13.1	16.6	19.1	17.4	19.4	7.5	458	426	411	404	395	-41.7	0.1	0.1	0.2	0.1	0.2	
Northwest Territories	11.1	10	9	7	10	7	-20.8	20.0	25.3	25.5	25.1	-0.5	398	399	409	384	339	0.0	0.2	0.2	0.1	0.2	0.1	
Yukon	0.0	1	1	3	1	0	-26.0	19.0	25.7	14.0	0.0	-2.0	448	457	384	353	N/A	N/A	0.0	0.0	0.0	0.0	0.0	
Gender																								
Male	2.6	24,298	23,672	24,282	24,963	26,049	-1.2	19.9	20.1	19.8	19.9	3.6	443	428	413	408	397	7.1	214.3	200.1	202.5	200.5	202.8	
Female	7.1	5,208	4,861	5,016	5,566	5,817	-0.6	22.0	22.2	22.2	22.2	4.8	421	401	384	386	377	7.7	44.8	41.6	42.6	45.7	46.1	
Age																								
15 to 24 Years (Youth)	11.7	1,361	1,218	1,267	1,414	1,507	-0.1	20.2	20.2	19.9	19.7	3.8	421	405	395	384	377	23.7	11.3	9.1	11.2	11.0	11.7	
25 to 44 Years	0.6	9,697	9,639	10,375	11,340	12,548	-1.6	19.6	19.9	19.8	19.8	3.5	441	426	412	407	397	0.9	84.8	84.0	88.6	94.8	103.1	
45 to 54 Years	2.2	9,232	9,029	9,277	9,539	9,795	-1.6	N/A	20.1	20.4	20.2	20.4	4.0	444	427	412	407	395	10.0	83.0	75.5	75.9	74.5	72.5
55 Years and Older (Older Workers)	6.6	9,216	8,647	8,379	8,236	8,016	-0.6	21.2	21.3	21.1	21.2	3.9	435	419	400	399	389	9.6	80.1	73.1	69.4	65.9	61.6	
National	3.4	29,506	28,533	29,298	30,529	31,866	-1.1	N/A	20.3	20.5	20.3	20.3	3.8	439	423	408	404	393	7.2	259.2	241.7	245.1	246.2	248.9

Source: EI administrative data.

¹ Includes claims for which at least \$1 of fishing benefits was paid.

² Data on duration of fishing benefits are presented up to 2010/11, to ensure all claims were completed.

³ Takes into account family Supplement topups paid to fishing claimants.

ANNEX 2.7: SEASONAL CLAIMANTS¹

Province/Territory	New Claims ²				Average Weekly Benefit ³				Amount Paid ⁴			
	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08
Newfoundland and Labrador	-0.1	46,330	46,380	49,150	49,810	50,950	4.0	409	394	379	377	363
Prince Edward Island	-0.1	12,290	12,300	12,520	12,670	12,620	1.7	400	393	383	377	363
Nova Scotia	4.1	32,840	31,540	32,880	32,020	31,710	3.0	398	387	377	367	358
New Brunswick	0.3	37,690	37,580	38,130	38,040	38,200	2.0	392	384	375	367	354
Quebec	6.1	161,520	152,190	166,660	164,870	158,820	3.0	406	394	387	378	368
Ontario	14.9	87,280	75,970	84,920	86,710	76,830	3.0	410	398	393	388	375
Manitoba	17.8	11,170	9,480	11,040	10,080	10,220	3.1	388	376	372	365	353
Saskatchewan	6.0	8,110	7,650	8,830	8,490	8,450	3.4	405	392	382	372	355
Alberta	25.4	11,240	8,960	10,350	10,320	9,550	2.4	433	423	409	397	383
British Columbia	18.1	32,230	27,300	31,310	29,240	28,840	2.5	396	386	383	376	364
Nunavut	22.2	110	90	130	150	70	4.0	454	437	437	430	413
Northwest Territories	-7.1	260	280	250	300	250	0.6	450	447	441	431	418
Yukon	9.7	680	620	550	490	520	1.6	449	442	432	419	N/A

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ANNEX 2.7: SEASONAL CLAIMANTS (CONTINUED)

	New Claims*						Average Weekly Benefit*						Amount Paid*					
	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08
Gender																		
Male	3.7	279,440	269,440	283,960	284,760	272,210	2.7	430	419	409	403	391	0.4	2,264.4	2,255.6	2,392.6	2,065.6	1,956.1
Female	15.2	162,300	140,880	162,750	158,430	154,820	4.9	362	345	343	334	323	-0.8	898.0	905.3	895.0	782.9	754.1
Age																		
15 to 24 Years (Youth)	7.7	13,540	12,570	12,470	12,530	11,910	3.0	420	408	397	388	374	3.6	97.5	94.1	99.0	85.7	81.2
25 to 44 Years	4.1	162,280	155,900	170,350	174,430	171,500	3.2	420	407	398	390	378	-1.9	1,146.9	1,169.3	1,272.3	1,123.7	1,109.6
45 to 54 Years	6.5	138,910	130,420	148,140	146,630	142,950	3.1	403	391	384	376	364	-2.6	988.4	1,014.6	1,055.1	920.9	874.0
55 Years and Older (Older Workers)	14.0	127,010	111,440	115,760	109,600	100,680	3.5	387	374	368	361	349	5.3	929.4	882.9	861.2	718.2	645.5
EI Claim																		
Regular Benefits	8.0	412,230	381,790	417,410	412,660	395,160	2.8	402	391	384	376	364	-0.5	2,903.2	2,919.2	3,042.5	2,602.3	2,461.3
Fishing Benefits	3.4	29,510	28,530	29,300	30,530	31,870	3.8	439	423	408	404	393	7.2	259.2	241.7	245.1	246.2	248.9
National	7.7	441,740	410,320	446,710	443,190	427,030	2.9	404	393	386	378	366	0.0	3,162.3	3,160.9	3,287.6	2,848.5	2,710.2

ANNEX 2.8: SPECIAL BENEFITS¹

	New Claims ²					Average Weekly Benefit ³					Amount Paid ⁴							
	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08
Province/Territory																		
Newfoundland and Labrador	8.0	11,600	10,740	11,210	10,790	10,820	4.5	373	357	344	331	312	3.7	86.0	82.9	79.4	71.8	65.4
Prince Edward Island	9.1	5,860	5,370	5,210	5,300	4,690	4.4	367	351	355	341	327	15.1	33.6	29.2	30.4	26.8	24.8
Nova Scotia	2.7	22,070	21,480	20,770	22,060	20,830	4.0	362	348	336	333	318	7.3	154.9	144.3	148.7	143.3	130.3
New Brunswick	-2.3	24,780	25,360	24,910	25,100	24,640	2.9	363	353	340	329	320	5.3	150.1	142.6	142.4	134.6	123.2
Quebec	4.9	101,220	96,480	99,470	99,130	97,810	3.1	350	340	331	323	313	5.0	315.0	300.0	301.5	282.2	273.6
Ontario	2.3	185,310	181,220	186,340	188,090	183,880	2.4	375	366	357	349	337	1.3	1,939.9	1,915.4	1,924.3	1,829.0	1,738.1
Manitoba	-2.2	18,450	18,870	19,250	19,140	17,750	1.6	356	350	340	330	323	4.2	172.2	165.2	170.8	153.4	150.1
Saskatchewan	-3.3	13,780	14,250	14,490	14,210	13,530	3.8	374	360	348	340	322	3.1	152.1	147.5	143.6	134.6	118.7
Alberta	-0.6	50,660	50,990	52,420	52,210	48,860	2.7	387	377	372	361	347	1.9	604.7	593.4	611.1	551.1	497.4
British Columbia	0.0	72,700	72,720	74,440	76,890	72,520	2.2	362	354	346	340	332	2.2	650.6	636.6	634.8	603.0	558.8
Nunavut	-12.5	420	480	470	500	310	4.4	449	430	422	379	369	9.3	5.9	5.4	5.8	3.4	4.5
Northwest Territories	19.2	930	780	680	610	620	2.6	451	439	416	416	406	26.9	11.8	9.3	7.9	6.7	7.5
Yukon	35.8	720	530	640	540	480	-1.0	437	441	421	402	379	4.4	7.1	6.8	6.2	4.8	5.4

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	New Claims ¹					Average Weekly Benefit ⁴					Amount Paid ⁵				
	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2007/08	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2007/08	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2007/08
Gender															
Male	2.8	165,240	160,700	163,510	158,970	157,480	2.8	396	386	376	360	32	704.3	682.6	594.1
Female	1.4	343,260	338,570	346,790	345,600	339,260	2.6	354	345	336	315	2.4	3,579.5	3,495.8	3,103.6
Age															
15 to 24 Years (Youth)	-5.7	43,110	45,700	48,350	51,530	50,430	1.5	288	284	276	259	-3.3	338.4	350.1	348.2
25 to 44 Years	0.7	296,570	294,460	301,150	303,000	298,260	2.3	384	375	366	345	2.4	3,331.2	3,252.7	2,864.6
45 to 54 Years	3.2	91,260	88,460	91,060	93,510	88,080	3.0	365	355	345	325	4.1	338.9	325.6	285.6
55 Years and Older (Older Workers)	9.8	77,560	70,650	69,740	66,530	61,970	3.9	352	339	332	316	10.1	275.3	250.0	199.3
Employment Status															
Employee	1.8	507,880	499,010	510,300	514,570	496,740	2.7	368	358	349	329	2.4	4,277.4	4,177.7	3,697.6
Self-Employed	138.5	620	260	N/A	N/A	N/A	2.1	297	291	N/A	N/A	814.3	6.4	0.7	N/A
National	1.8	508,500	499,270	510,300	514,570	496,740	2.7	368	358	349	329	2.5	4,283.8	4,178.4	3,697.6

ANNEX 2.9: MATERNITY BENEFITS

	New Claims ¹				Average Duration (Weeks)		Average Weekly Benefit ²				Amount Paid ³			
	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	% Change 2010/11- 2011/12	2011/12 2010/11	2010/11- 2011/12	2010/11- 2011/12	% Change 2010/11- 2011/12	2011/12 2010/11	2010/11- 2011/12	2009/10 2008/09
Province/Territory														
Newfoundland and Labrador	10.4	3,080	2,790	3,260	2,790	2,730	0.0	14.3	14.3	14.3	14.3	389	375	360
Prince Edward Island	20.8	1,160	960	960	1,030	910	0.9	14.4	14.3	14.1	14.7	373	347	360
Nova Scotia	-5.4	5,560	5,880	5,580	6,140	5,940	0.3	14.5	14.5	14.4	14.4	363	349	341
New Brunswick	3.2	4,840	4,690	4,830	4,970	4,780	0.3	14.5	14.5	14.6	14.5	363	355	342
Quebec ³	N/A	0	0	0	0	0	N/A	0.0	0.0	0.0	8.3	0	0	0
Ontario	-0.4	83,900	84,270	87,040	87,930	86,830	0.0	14.6	14.6	14.6	14.6	385	377	368
Manitoba	-4.2	7,510	7,840	7,760	7,910	7,590	0.4	14.6	14.6	14.7	14.7	351	348	338
Saskatchewan	-1.3	6,790	6,880	7,250	7,070	6,800	-1.1	14.6	14.7	14.7	14.6	370	361	343
Alberta	-2.8	27,390	28,190	28,670	27,920	27,070	-0.1	14.6	14.6	14.6	14.6	386	376	370
British Columbia	-0.0	26,310	26,320	26,680	26,170	25,120	0.1	14.6	14.6	14.5	14.7	368	360	347
Nunavut	-8.7	210	230	200	240	190	-14.9	12.6	14.8	14.1	14.6	455	433	413
Northwest Territories	10.3	430	390	420	280	260	-2.5	14.6	14.9	14.4	14.1	453	433	409
Yukon	100.0	360	180	280	200	240	3.9	14.7	14.1	14.7	14.5	441	449	415
Age														
15 to 24 Years (Youth)	-8.0	19,640	21,340	23,200	25,610	25,460	-0.2	14.5	14.5	14.5	14.5	272	268	263
25 Years and Older	0.4	147,900	147,280	149,730	147,040	143,000	0.0	14.6	14.6	14.6	14.6	394	385	376
National	-0.6	167,540	168,620	172,930	172,650	168,460	0.0	14.6	14.6	14.6	14.6	390	371	361

Source: EI administrative data.

¹ Includes claims for which at least \$1 of maternity benefits was paid, includes 425 maternity claims in 2011/12 and 190 maternity claims in 2010/11 established by self-employed individuals.

² Takes into account Family Supplement top-ups paid to claimants with maternity benefits.

³ Quebec is excluded from national calculations. Since January 2006, this province has administered its own maternity benefits.

ANNEX 2.10: PARENTAL BENEFITS (BIOLOGICAL)

	New Claims ¹					Average Duration ² (Weeks)					Average Weekly Benefit ³ (\$)					Amount Paid ⁴ (\$ Million)				
	% Change		2010/11-2011/12		2007/08	% Change		2010/11-2011/12		2007/08	% Change		2010/11-2011/12		2007/08	% Change		2010/11-2011/12		2007/08
	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09
Province/Territory																				
Newfoundland and Labrador	17.3	3,190	2,720	3,300	2,980	2,870	3.1	30.7	29.8	29.1	29.3	28.8	0.9	393	389	373	353	329	33.6	30.6
Prince Edward Island	20.8	1,280	1,060	1,020	1,190	950	4.9	27.7	26.4	28.0	27.6	27.9	6.3	386	363	371	358	326	12.5	10.2
Nova Scotia	-1.7	6,400	6,510	6,220	6,710	6,360	1.1	28.5	28.1	28.3	28.3	28.3	3.0	379	368	357	349	335	68.1	66.7
New Brunswick	-1.9	5,230	5,330	5,260	5,410	5,400	0.3	27.7	27.7	28.4	28.8	27.8	0.1	372	372	358	345	334	55.9	53.8
Quebec ⁵	N/A	0	0	0	0	0	N/A	0.0	0.0	0.0	0.0	0.0	N/A	0	0	0	0	0	0.0	0.0
Ontario	-0.7	95,520	96,180	99,720	99,050	98,250	0.7	29.5	29.3	29.5	29.8	29.4	1.8	393	386	376	365	353	1,129.2	1,068.1
Manitoba	-3.2	8,550	8,830	8,850	9,100	8,610	-0.1	29.7	29.8	29.5	30.4	29.3	1.0	363	360	351	337	328	94.5	84.6
Saskatchewan	-1.4	7,510	7,620	7,830	7,810	7,340	3.6	30.6	29.5	30.4	29.5	29.4	2.3	381	373	354	345	335	82.8	79.1
Alberta	-2.3	29,170	29,860	30,180	29,700	28,380	-0.1	30.6	30.6	30.8	30.8	30.8	2.0	392	384	378	364	351	359.5	324.6
British Columbia	-0.3	29,080	29,170	28,730	29,040	27,500	0.6	29.6	29.4	29.9	29.6	29.6	1.4	380	374	360	354	343	326.6	299.5
Nunavut	-43.3	170	300	200	270	220	26.5	29.2	23.1	28.6	26.1	21.9	2.4	443	433	418	360	369	2.9	1.9
Northwest Territories	23.4	580	470	450	370	340	-2.3	26.5	27.1	24.4	24.5	26.4	4.3	457	438	418	404	410	5.0	4.0
Yukon	105.0	410	200	320	250	260	3.1	26.9	26.1	30.6	29.2	30.8	-1.7	442	450	420	397	393	3.9	2.8
Gender																				
Male	-3.0	25,560	26,350	25,590	25,820	24,140	0.6	16.3	16.2	16.7	16.8	17.0	1.5	427	420	407	401	390	183.9	170.7
Female	-0.2	161,530	161,900	166,490	166,060	162,340	0.3	31.6	31.5	31.6	31.7	31.3	1.9	382	375	365	353	342	1,976.2	1,855.0
Age																				
15 to 24 Years (Youth)	-6.4	19,890	21,250	23,270	25,350	25,300	0.6	30.3	30.1	30.7	31.0	30.3	0.0	283	283	275	265	255	221.1	213.0
25 Years and Older	0.1	167,200	167,000	168,810	166,550	161,180	0.7	29.6	29.3	29.5	29.7	29.4	1.7	401	394	384	374	363	1,951.4	1,812.7
National	-0.6	187,090	188,250	192,080	191,860	186,480	0.7	29.6	29.4	29.7	29.8	29.5	1.8	388	382	371	360	348	2,172.5	2,025.7

Source: EI administrative data.

¹ Includes claims for which at least \$1 of parental benefits was paid. Includes 504 parental claims in 2011/12 and 212 parental claims in 2010/11 established by self-employed individuals.

² Data on claim duration cover only claims commencing during the first half of the fiscal year to ensure that all claims were completed. Data assigns equal weight to both shared and non-shared parental claims.

³ Takes into account Family Supplement top-ups paid to claimants with parental benefits (biological).

⁴ Quebec is excluded from national calculations. Since January 2006, this province has administered its own parental benefits.

ANNEX 2.11: PARENTAL BENEFITS (ADOPTIVE)

	New Claims ¹				Average Duration ²				Average Weekly Benefit ³				Amount Paid ⁴				
	% Change				% Change		(Weeks)		% Change		(\$)		% Change				
	2010/11-2011/12	2010/11-2011/12	2009/10	2007/06	2010/11-2011/12	2010/11-2011/12	2011/12	2010/11	2009/10	2007/06	2011/12	2010/11	2009/10	2007/06	2011/12	2010/11	2007/06
Province/Territory																	
Newfoundland and Labrador	100.0	20	10	10	-45.7	19.0	35.0	35.0	0.0	0.0	2.4	468	457	447	435	423	-2.0
Prince Edward Island	0.0	30	40	30	0.0	35.0	35.0	35.0	0.0	0.0	2.0	453	444	447	439	0	-38.0
Nova Scotia	12.5	90	110	140	-5.9	24.3	25.9	22.6	32.8	33.0	-8.8	400	439	422	383	387	-23.5
New Brunswick	-40.0	30	50	70	65.2	25.3	15.3	0.0	20.6	26.6	2.7	465	453	287	403	398	113.5
Quebec ⁵	N/A	0	0	0	N/A	0.0	0.0	0.0	0.0	0.0	N/A	0.0	0.0	0.0	0.0	0.0	N/A
Ontario	29.2	930	720	1,040	-0.5	23.8	23.9	27.2	25.9	27.2	2.3	437	427	429	412	382	-7.4
Manitoba	80.0	90	50	80	-32.4	23.7	35.0	26.8	29.7	25.8	21.5	449	370	367	415	410	107.1
Saskatchewan	0.0	40	40	90	-100.0	0.0	33.0	18.7	22.0	21.6	18.9	430	361	449	399	379	-90.8
Alberta	19.0	250	210	250	23.3	27.6	22.4	26.0	26.2	27.4	1.3	449	444	426	424	383	25.2
British Columbia	-7.1	260	280	380	2.4	26.3	25.7	28.0	30.7	28.4	-0.8	431	435	405	396	403	-14.8
Nunavut	50.0	90	60	70	5.8	29.8	28.2	23.0	5.0	20.5	2.8	430	419	431	402	415	36.7
Northwest Territories	N/A	10	0	0	N/A	0.0	0.0	0.0	0.0	18.0	N/A	468	0	0	0	423	N/A
Yukon	-100.0	0	10	0	N/A	0.0	0.0	0.0	0.0	0.0	-100.0	0	468	457	0	0	-22.6
Gender																	
Male	44.4	520	360	570	27.4	20.3	15.9	19.6	16.9	18.1	6.0	466	440	444	419	404	8.9
Female	11.9	1,320	1,180	1,460	-6.4	26.9	28.7	29.0	30.3	28.7	0.1	426	426	414	404	385	-5.5
Age																	
15 to 24 Years (Youth)	-100.0	0	30	10	-100.0	0.0	35.0	0.0	0.0	25.0	-100.0	0	434	172	435	243	-71.4
25 Years and Older	21.9	1,840	1,510	2,020	1.3	25.1	24.8	26.9	26.8	26.8	2.0	437	429	424	408	390	-1.6
National	19.5	1,840	1,540	2,030	0.4	25.1	25.0	26.9	26.8	26.8	2.0	437	429	422	408	389	-2.8

Source: EI administrative data.

¹ Includes claims for which at least \$1 of parental benefits (adoptive) was paid.² Data on claim duration cover only claims commencing during the first half of the fiscal year to ensure that all claims were completed. Data assigns equal weight to both shared and non-shared parental claims.³ Takes into account Family Supplement top-ups paid to claimants with parental benefits (adoptive).⁴ Quebec is excluded from national calculations. Since January 2006, this province has administered its own parental benefits.

ANNEX 2.1.2: SICKNESS BENEFITS

	New Claims¹					Average Duration (Weeks)					Average Weekly Benefit¹					Amount Paid²							
	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08					
Province/Territory																							
Newfoundland and Labrador	7.4	9,250	8,610	8,710	8,630	8,480	2.6	9.5	9.2	9.2	9.5	9.3	5.1	364	346	332	321	302	10.7	32.1	29.0	27.0	24.1
Prince Edward Island	5.7	4,790	4,530	4,350	4,320	3,900	4.1	7.6	7.3	7.5	7.8	8.0	3.7	360	348	348	335	324	16.8	14.0	12.0	11.6	10.3
Nova Scotia	5.2	16,700	15,880	15,490	16,280	15,370	-3.4	8.8	9.1	9.1	8.7	9.1	4.9	352	335	323	322	308	6.7	52.2	48.9	50.0	45.7
New Brunswick	-1.8	20,660	21,030	20,570	20,570	20,090	-0.9	8.1	8.2	8.0	8.0	8.0	3.6	359	346	334	323	315	8.8	66.6	61.2	60.6	55.9
Quebec	5.2	100,530	95,590	98,620	98,330	97,100	-0.8	8.7	8.8	8.7	8.8	8.9	3.1	350	340	331	323	312	5.6	313.0	296.5	298.8	279.6
Ontario	5.0	92,650	88,280	89,920	91,480	88,620	-0.1	10.0	10.0	9.9	9.8	10.0	3.4	352	340	332	328	314	6.1	327.3	308.5	308.4	289.5
Manitoba	-1.4	10,150	10,290	10,680	10,370	9,430	1.8	9.8	9.6	9.6	9.9	9.8	1.4	344	339	329	317	313	3.5	34.2	33.0	35.1	30.2
Saskatchewan	-6.0	6,600	7,020	7,110	6,730	6,410	5.9	9.9	9.4	9.9	9.7	9.6	5.9	359	339	333	331	303	6.7	24.1	22.5	23.1	20.8
Alberta	0.6	22,590	22,450	23,250	23,710	21,600	-0.7	10.0	10.0	10.1	10.1	10.1	3.1	374	363	358	351	338	0.0	85.4	85.4	89.9	79.4
British Columbia	-0.3	46,450	46,610	48,600	51,120	47,530	-0.1	10.1	10.1	9.9	10.1	10.2	2.5	345	337	333	328	321	-0.3	164.7	165.3	165.7	152.1
Nunavut	18.2	130	110	190	170	70	-9.0	9.8	10.8	10.6	7.2	9.7	8.6	465	428	422	385	340	38.9	0.6	0.5	0.8	0.4
Northwest Territories	2.9	350	340	230	230	250	2.1	10.0	9.8	11.0	10.3	9.4	1.0	438	434	417	435	408	-5.7	1.5	1.6	1.0	1.0
Yukon	2.8	370	360	350	280	270	-0.1	9.4	9.4	8.1	10.6	7.6	-2.0	428	436	419	405	370	2.4	1.5	1.5	1.2	1.1
Gender																							
Male	3.9	138,380	133,220	136,290	141,760	131,950	-0.3	9.1	9.1	8.9	9.1	9.1	3.1	390	379	370	367	355	4.4	512.9	491.5	502.6	466.9
Female	2.6	192,840	187,880	191,780	190,460	187,170	-0.2	9.6	9.6	9.6	9.6	9.7	3.3	326	316	308	298	288	5.2	604.3	574.5	572.5	541.9
Age																							
15 to 24 Years (Youth)	-5.0	26,560	27,960	28,560	29,760	28,940	1.0	8.4	8.3	8.2	8.5	8.4	2.5	289	282	275	273	259	-0.3	67.0	67.2	68.7	66.8
25 to 44 Years	1.5	140,480	138,460	142,930	146,700	144,100	-0.1	9.1	9.1	9.0	9.1	9.2	2.9	359	349	340	332	322	3.3	463.6	448.7	461.5	441.3
45 to 54 Years	3.2	87,870	85,120	87,860	90,390	85,180	-1.3	9.6	9.8	9.5	9.5	9.7	3.1	364	353	344	339	324	3.5	315.0	304.2	305.2	289.2
55 Years and Older (Older Workers)	9.7	76,310	69,560	68,720	65,370	60,900	-0.7	10.1	10.1	10.2	10.1	10.3	3.9	352	338	332	326	316	10.5	271.7	245.9	239.8	211.4
National	3.2	331,220	321,100	328,070	332,220	319,120	-0.3	9.4	9.4	9.3	9.4	9.5	3.3	353	342	334	327	316	4.8	1,117.3	1,066.0	1,075.2	1,008.8
																							954.9

Source: EI administrative data.

¹ Includes claims for which at least \$1 of sickness benefits was paid. Includes 107 sickness claims in 2011/12 and 41 sickness claims in 2010/11 established by self-employed individuals.

² Takes into account Family Supplement top-ups paid to claimants with sickness benefits.

ANNEX 2.1.3: COMPASSIONATE CARE BENEFITS

	New Claims ¹						Average Duration (Weeks)						Average Weekly Benefit ²						Amount Paid ³					
	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2007/08
Province/Territory																								
Newfoundland and Labrador	-22.2	56	72	62	67	69	2.0	4.8	4.7	5.1	4.2	4.7	5.7	382	362	356	349	343	-18.1	0.1	0.1	0.1	0.1	0.1
Prince Edward Island	0.0	29	29	49	27	31	-5.6	4.7	5.0	4.6	5.0	5.0	6.9	378	353	342	345	301	-21.5	0.0	0.1	0.1	0.1	0.1
Nova Scotia	-25.8	158	213	205	206	219	-4.7	4.8	5.0	4.9	4.8	4.8	-1.3	339	343	320	335	315	-18.4	0.3	0.4	0.3	0.3	0.4
New Brunswick	-9.4	135	149	147	115	167	-4.2	4.7	4.9	4.6	4.5	4.7	0.8	347	344	318	322	311	0.8	0.3	0.3	0.2	0.2	0.2
Quebec	-2.8	1,017	1,046	1,088	1,081	941	-1.3	4.4	4.4	4.3	4.3	4.3	2.8	360	350	339	343	329	-3.3	1.7	1.7	1.6	1.7	1.4
Ontario	2.7	2,739	2,667	2,570	2,525	2,418	-2.0	4.7	4.8	4.8	4.8	4.8	3.3	380	368	360	357	343	1.9	5.0	5.0	4.7	4.4	4.2
Manitoba	-6.0	249	265	224	236	236	5.7	4.9	4.6	4.8	4.8	4.7	3.0	369	359	356	335	321	0.6	0.5	0.5	0.4	0.4	0.4
Saskatchewan	-5.8	179	190	157	147	158	0.1	4.9	4.9	4.8	5.0	4.9	4.3	389	373	355	338	333	3.0	0.4	0.3	0.3	0.3	0.3
Alberta	5.4	492	467	542	518	512	2.6	5.0	4.8	4.8	4.8	5.0	2.8	397	386	371	372	350	12.8	1.0	0.9	1.0	0.9	0.9
British Columbia	-0.2	901	903	914	900	939	1.9	4.9	4.8	4.8	4.8	4.8	4.0	375	361	364	349	343	2.5	1.7	1.7	1.7	1.5	1.6
Nunavut	-28.6	5	7	4	3	3	-24.6	4.2	5.6	5.0	5.7	5.0	2.4	468	457	450	439	423	-45.9	0.0	0.0	0.0	0.0	0.0
Northwest Territories	-22.2	7	9	10	5	4	-17.9	4.3	5.2	4.5	5.8	3.0	6.1	445	420	434	437	423	-38.8	0.0	0.0	0.0	0.0	0.0
Yukon	-20.0	8	10	6	7	9	-4.0	5.4	5.6	5.2	4.3	4.8	-0.9	447	451	413	402	386	-37.4	0.0	0.0	0.0	0.0	0.0
Gender																								
Male	-3.2	1,525	1,575	1,594	1,639	1,475	0.8	4.7	4.7	4.8	4.8	4.8	3.0	412	400	391	384	374	1.6	3.3	3.2	3.3	3.1	2.8
Female	0.0	4,450	4,452	4,384	4,198	4,231	-1.2	4.7	4.7	4.7	4.7	4.7	3.5	363	351	342	339	326	0.3	7.8	7.8	7.1	6.8	6.8
Age																								
15 to 24 Years (Youth)	-7.0	120	129	139	123	128	1.5	4.5	4.4	4.9	4.9	4.4	3.9	321	309	299	318	284	-6.9	0.2	0.2	0.2	0.2	0.2
25 to 44 Years	-3.5	2,196	2,275	2,341	2,323	2,294	-0.6	4.7	4.7	4.7	4.6	4.7	3.6	388	375	367	363	350	-3.0	4.1	4.3	4.3	4.0	4.0
45 to 54 Years	-1.3	2,134	2,162	2,136	2,119	2,094	-0.4	4.7	4.7	4.6	4.6	4.7	2.6	378	368	356	354	337	-0.9	3.9	4.0	3.7	3.5	3.4
55 Years and Older (Older Workers)	4.4	1,525	1,461	1,362	1,272	1,190	-1.6	4.8	4.9	4.8	4.8	4.9	4.0	359	345	337	332	322	10.0	2.8	2.5	2.3	2.1	1.9
National	-0.9	5,975	6,027	5,978	5,837	5,706	-0.7	4.7	4.7	4.7	4.7	4.7	3.3	376	364	355	352	338	0.7	11.0	11.0	10.5	9.9	9.5

Source: EI administrative data.

Includes claims for which at least \$1 of compassionate care benefits was paid. Includes three compassionate care claims in 2011/12 established by self-employed individuals.

Taxes into account Family Supplement top-ups paid to claimants with compassionate care benefits

ANNEX 2.1.4: WORK-SHARING BENEFITS

	New Claims ¹					Average Duration ²				Average Weekly Benefit ³					Amount Paid ⁴										
	% Change 2010/11- 2011/12					% Change 2009/10- 2010/11	(Weeks)			% Change 2010/11- 2011/12	(\$)				(\$ Million)										
		2011/12	2010/11	2009/10	2008/09		2007/08	2011/12	2010/11		2009/10	2008/09	2007/08	2011/12	2010/11	2009/10	2008/09	2007/08							
Province/Territory																									
Newfoundland and Labrador	N/A	85	0	20	0	10	-100.0		0.0	15.6	0.0	31.0		85	0	111	0	215	526.6	0.1	0.0	0.0			
Prince Edward Island	-60.0	16	40	390	30	120	63.1		22.2	13.6	12.7	11.7		103	112	91	121	101	68.6	0.2	0.1	0.2			
Nova Scotia	143.6	341	140	1,740	510	50	-32.2		10.8	15.9	19.6	11.4		2.8	94	91	96	112	107	-34.0	0.4	0.6	3.3		
New Brunswick	-2.9	68	70	710	240	80	-26.1		13.3	18.0	10.4	9.9		43.5	147	103	110	86	128	-78.2	0.1	0.6	1.3		
Quebec	-17.9	6,713	8,180	33,550	15,900	3,700	-30.4		13.5	19.4	21.5	12.2		-9.3	90	99	94	107	103	-66.9	9.5	28.8	72.3		
Ontario	86.9	13,348	7,140	59,700	37,180	6,420	-30.5		13.9	20.1	20.8	13.5		8.0	100	93	95	110	90	-64.9	16.5	47.1	150.5		
Manitoba	-66.0	599	1,760	4,800	3,300	480	-29.7		N/A	10.8	15.3	25.7	12.0	-12.1	88	100	93	107	103	-66.4	1.1	3.2	11.8		
Saskatchewan	-94.2	18	310	1,510	530	50	-46.7		7.5	14.1	16.6	4.6		23.1	166	135	130	114	112	-96.9	0.0	0.9	2.7		
Alberta	-3.3	919	950	12,380	1,670	50	-31.4		11.3	16.5	20.1	2.0		-2.4	103	106	103	106	89	-80.3	1.1	5.5	20.3		
British Columbia	-33.8	1,648	2,490	13,080	10,020	2,490	-23.9		14.0	18.4	18.9	16.3		-7.8	94	102	101	117	106	-76.6	2.7	11.5	32.1		
Nunavut	N/A	0	0	0	0	0	N/A		0.0	0.0	0.0	0.0		N/A	0	0	0	0	0	N/A	0.0	0.0	0.0		
Northwest Territories	N/A	0	0	0	0	0	N/A		0.0	0.0	0.0	0.0		N/A	0	0	0	0	0	N/A	0.0	0.0	0.0		
Yukon	N/A	0	0	0	0	0	N/A		0.0	0.0	0.0	0.0		N/A	0	0	0	0	0	N/A	0.0	0.0	0.0		
Gender																									
Male	1.1	15,508	15,340	92,300	50,710	9,680	-28.9		13.1	18.4	20.5	13.4		-2.0	101	103	101	115	105	-68.1	23.1	72.5	220.3	42.8	
Female	43.7	8,247	5,740	35,580	18,670	3,770	-32.9		N/A	13.8	20.5	21.9	14.0		3.5	88	85	85	97	80	-66.6	8.6	25.8	74.4	
Age																									
15 to 24 Years (Youth)	-3.1	1,502	1,550	7,070	3,740	1,140	-18.7		12.5	15.4	18.6	13.1		7.2	96	90	89	101	96	-55.7	1.7	3.9	13.0	2.6	
25 to 44 Years	11.0	10,492	9,450	60,910	32,450	6,470	-29.9		12.6	17.9	19.9	13.0		-3.2	96	99	97	109	98	-67.3	13.0	39.8	134.1	25.5	
45 to 54 Years	16.6	7,588	6,510	40,210	22,950	4,260	-29.4		N/A	13.9	19.7	21.6	14.1		-1.0	97	98	97	112	98	-68.6	10.6	33.8	96.9	
55 Years and Older (Older Workers)	16.9	4,173	3,570	19,690	10,240	1,580	-35.3		14.4	22.3	22.9	14.3		-1.2	97	99	98	112	98	-69.4	6.4	20.8	50.7	9.1	
National	12.7	23,755	21,080	127,880	69,380	13,450	-30.1		N/A	13.3	19.0	20.8	13.5		-1.5	97	98	97	110	98	-67.7	31.7	98.3	294.7	56.4

Source: EI administrative data.

¹ Includes claims for which at least \$1 of Work-Sharing benefits was paid.

² Data on duration of Work-Sharing benefits are presented up to 2010/11, to ensure all claims were completed.

³ Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

ANNEX 2.15: FAMILY SUPPLEMENT

Province/Territory	New Claims ¹ with Supplement	% of All Claims with Supplement (%)	2011/12	Average Weekly Top-Up (\$)	Average Weekly Benefit (\$)	% Change 2010/11-2011/12	Amount Paid (\$ Million)				
							2011/12	2010/11	2009/10	2008/09	2007/08
Newfoundland and Labrador	3,360	3.9	42	320	-13.4	4.6	5.3	5.9	5.4	6.5	6.5
Prince Edward Island	1,310	5.6	38	308	-13.2	1.7	2.0	2.2	2.0	2.0	2.0
Nova Scotia	5,710	6.5	43	306	-7.2	7.5	8.1	8.9	8.6	9.0	9.0
New Brunswick	5,040	5.5	40	310	-6.8	5.8	6.3	7.0	7.2	7.7	7.7
Quebec	22,360	4.3	40	318	-19.4	19.0	23.6	26.2	23.7	26.5	26.5
Ontario	35,970	6.1	43	299	-9.8	41.1	45.5	50.1	45.3	43.5	43.5
Manitoba	4,650	8.0	52	313	-11.7	6.3	7.1	8.4	7.1	7.4	7.4
Saskatchewan	3,120	7.1	48	324	-22.2	4.5	5.8	6.3	5.3	5.9	5.9
Alberta	6,290	4.4	44	311	-20.7	7.5	9.4	11.1	10.5	10.7	10.7
British Columbia	13,160	5.9	41	300	-12.1	14.2	16.2	16.8	14.8	16.0	16.0
Nunavut	10	0.7	86	426	-60.9	0.0	0.1	0.1	0.1	0.1	0.1
Northwest Territories	90	3.7	34	343	-17.9	0.2	0.2	0.1	0.1	0.0	0.0
Yukon	60	2.2	47	369	104.9	0.1	0.0	0.1	0.0	0.1	0.1
Gender											
Male	22,540	2.2	44	351	-17.7	21.7	26.4	30.0	24.8	26.8	26.8
Female	78,590	9.2	42	294	-12.0	90.9	103.3	113.2	105.3	108.6	108.6
Age											
15 to 24 Years (Youth)	13,510	6.6	38	263	-11.9	17.6	20.0	22.8	23.0	23.3	23.3
25 to 44 Years	71,320	7.9	45	315	-13.1	83.1	95.6	104.7	94.1	98.8	98.8
45 to 54 Years	14,460	3.3	36	311	-15.6	10.7	12.7	14.2	11.9	12.1	12.1
55 Years and Older (Older Workers)	1,840	0.5	31	314	-16.9	1.1	1.4	1.5	1.1	1.2	1.2
EI History²											
Long-Tenured Workers	9,550	1.7	37	334	-31.1	7.9	11.5	11.3	9.2	8.9	8.9
Occasional Claimants	80,580	8.4	44	300	-11.5	93.6	105.8	118.9	109.3	115.0	115.0
Frequent Claimants	11,000	3.1	38	338	-10.9	11.1	12.4	12.9	11.7	11.5	11.5
National	101,130	5.4	43	307	-13.2	112.6	129.7	143.2	130.2	135.4	135.4

Source: EI administrative data.

¹ Includes claims for which at least \$1 of EI benefits was paid.² Long-tenured workers are EI claimants who have paid at least 30% of the maximum annual EI premiums for the past 7 of 10 years and who, over the last 5 years, have collected EI regular or fishing benefits for a total of more than 60 weeks in the past 5 years.

Occasional claimants are EI claimants who have had three or more claims for EI regular or fishing benefits and have collected benefits for a total of more than 60 weeks in the past 5 years.

Frequent claimants are EI claimants who do not meet the requirements for either long-tenured workers or frequent claimants.

ANNEX 2.16: WORKING WHILE ON CLAIM^{1, 2}

	New Regular Claims with Working While on Claim ¹						Average Number of Weeks Worked While on Claim ²						Average Weekly Earnings Working While on Claim ³						% of New Regular Claims ⁴			
	% Change 2009/10- 2010/11	2010/11	2009/10	2008/09	2007/08	2006/07	2010/11	2009/10	2008/09	2007/08	2006/07	2010/11	2009/10	2008/09	2007/08	2006/07	2010/11	2009/10	2008/09	2007/08	2006/07	
Province/Territory																						
Newfoundland and Labrador	-5.6	46,940	49,730	49,660	48,410	49,090	16.7	16.5	16.0	15.9	16.2	789	720	703	685	634	68.8	67.3	66.6	68.5	68.4	
Prince Edward Island	-6.7	12,050	12,910	12,290	11,130	11,830	14.9	15.2	14.0	13.4	13.4	495	484	481	458	443	66.1	67.5	65.6	62.8	66.5	
Nova Scotia	-6.2	43,440	46,300	43,870	39,130	40,120	15.3	15.5	14.8	14.3	13.6	639	594	587	581	576	64.2	65.4	62.0	61.8	62.0	
New Brunswick	-5.1	50,600	53,330	52,070	49,540	50,390	17.3	17.6	16.7	16.4	16.5	619	598	604	595	564	67.3	68.8	68.6	68.1	68.4	
Quebec	-11.2	279,040	314,070	312,130	272,230	284,130	14.6	14.8	14.1	13.2	12.8	614	600	592	573	549	62.2	62.8	61.2	59.7	60.0	
Ontario	-19.2	197,130	244,040	260,960	173,370	177,270	10.3	11.0	11.4	8.6	9.0	536	542	625	593	577	48.5	49.3	47.6	44.7	45.3	
Manitoba	-17.5	18,210	22,080	18,190	14,750	16,490	7.0	7.0	6.5	5.8	5.7	457	453	476	413	405	47.6	50.7	45.2	45.2	47.0	
Saskatchewan	-17.0	14,430	17,390	14,680	11,970	14,880	7.3	7.9	7.1	6.6	7.1	503	580	624	549	533	49.1	50.1	46.5	45.4	48.9	
Alberta	-26.5	43,500	59,190	46,270	26,490	28,670	7.8	8.2	7.3	5.6	6.0	747	650	680	621	639	44.2	44.3	42.4	44.3	46.0	
British Columbia	-19.2	84,830	105,030	97,930	62,810	60,320	11.0	11.2	10.4	9.1	9.2	568	572	605	589	554	51.5	54.6	53.0	50.0	49.9	
Nunavut	19.1	560	470	450	220	340	7.9	6.3	7.4	6.0	7.1	637	568	615	489	565	48.3	49.5	44.1	34.9	44.2	
Northwest Territories	-8.8	830	910	790	690	800	7.5	8.4	8.0	6.3	7.0	749	690	694	577	700	50.0	46.4	44.9	51.1	51.9	
Yukon	-0.9	1,100	1,110	1,120	1,000	1,080	9.2	8.0	7.2	7.0	7.9	565	537	585	500	519	50.2	51.6	53.1	54.9	57.4	
Gender																						
Male	-15.8	466,330	553,610	572,590	421,090	431,730	12.5	12.7	12.3	11.4	11.3	742	711	733	724	696	54.1	54.5	54.2	53.3	53.6	
Female	-12.5	326,330	372,950	337,820	290,650	303,680	13.2	13.2	13.0	11.9	11.9	402	399	403	384	375	58.5	59.2	55.1	55.2	56.2	
Age																						
15 to 24 Years (Youth)	-13.6	88,100	102,010	94,870	70,410	73,790	9.8	9.5	9.2	8.7	8.6	464	441	453	451	426	53.5	52.9	50.7	50.6	51.0	
25 to 44 Years	-14.9	360,930	424,110	422,960	333,970	359,070	12.0	12.3	12.0	11.1	11.2	607	593	615	590	570	56.4	56.2	54.6	54.1	55.0	
45 to 54 Years	-16.0	219,120	260,740	260,550	205,390	203,480	14.6	14.7	14.3	12.8	12.9	663	646	680	644	614	61.7	62.4	59.9	59.4	59.7	
55 Years and Older (Older Workers)	-10.9	124,510	139,700	132,030	101,970	99,070	14.1	14.2	13.8	12.6	12.6	576	554	572	545	535	47.8	49.7	48.6	47.5	47.8	

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ANNEX 2.16: WORKING WHILE ON CLAIM^{1,2} (CONTINUED)

	New Regular Claims with Working While on Claim ³						Average Number of Weeks Worked While on Claim ³					Average Weekly Earnings Working While on Claim ³					% of New Regular Claims ³				
	% Change											(\$)					(%)				
	2009/10-2010/11	2010/11	2009/10	2008/09	2007/08	2006/07	2010/11	2009/10	2008/09	2007/08	2006/07	2010/11	2009/10	2008/09	2007/08	2006/07	2010/11	2009/10	2008/09	2007/08	2006/07
Weekly Benefit Rate																					
Less Than \$100	-33.8	1,720	2,600	2,130	2,120	2,930	10.4	10.9	10.8	11.9	10.6	180	188	187	194	166	42.7	45.5	42.6	44.4	48.5
\$101 to \$200	-21.6	43,140	55,050	53,090	54,170	69,830	11.9	12.6	12.5	11.6	11.7	236	231	232	234	234	49.3	50.0	48.4	48.8	50.6
\$201 to \$300	-12.4	146,080	166,820	159,100	141,910	159,640	12.5	12.6	12.0	11.5	11.3	310	310	312	315	315	50.8	52.8	50.6	50.7	52.0
\$301 to \$400	-13.1	172,250	198,190	189,980	153,630	162,960	13.0	13.0	12.3	11.4	11.3	413	412	420	424	436	56.1	56.5	53.4	52.9	53.9
Greater Than \$400	-14.8	429,470	503,900	506,110	359,910	340,050	12.9	13.0	12.9	11.7	11.8	815	785	817	815	811	58.5	58.4	57.2	57.1	57.4
National	-14.5	792,660	926,560	910,410	711,740	735,410	12.8	12.9	12.6	11.6	11.6	602	585	610	585	563	55.8	56.3	54.6	54.1	54.7

Source: EI administrative data.

¹ The definition of working while on claim includes all claimants who earned income during their EI benefit period.

² Includes claims for which at least \$1 of regular benefits was paid. If all EI benefits are considered, then there were 801,100 claims out of 1,862,180 claims (43.0%) in 2010/11 that involved working while on claim.

³ Data on working while on claim are lagged by one year to ensure all claims were completed.

ANNEX 2.17: BENEFIT REPAYMENT PROVISION¹

	People Who Repaid Benefits						Amount Repaid					
	% Change 2009-2010	2010	2009	2008	2007	2006	% Change 2009-2010	(\$ Million)				
								2010	2009	2008	2007	2006
Province/Territory ²												
Newfoundland and Labrador	14.0	9,254	8,115	9,835	7,919	6,243	16.4	15.9	13.3	15.2	12.0	9.3
Prince Edward Island	13.2	850	751	1,094	1,038	985	20.9	1.5	1.2	1.9	2.0	2.1
Nova Scotia	18.5	7,022	5,924	6,868	6,328	6,318	22.9	11.4	9.3	10.6	10.2	9.8
New Brunswick	4.3	5,130	4,919	5,736	5,246	4,224	10.1	8.0	7.2	7.7	7.1	5.8
Quebec	8.1	46,244	42,787	41,242	39,479	38,371	13.9	47.5	41.7	38.5	36.3	35.9
Ontario	-7.6	55,090	59,627	54,754	50,923	51,292	-19.2	54.2	67.1	48.7	40.8	42.4
Manitoba	10.9	3,094	2,789	2,225	2,204	2,209	4.1	3.5	3.3	2.3	2.1	2.1
Saskatchewan	7.6	4,768	4,430	3,689	3,675	3,516	4.8	5.4	5.2	4.0	3.9	3.4
Alberta	31.4	29,553	22,491	17,143	17,057	17,321	33.5	36.4	27.2	17.8	17.4	18.1
British Columbia	16.3	22,281	19,157	16,189	14,448	15,616	19.5	25.5	21.3	15.8	13.6	14.6
Nunavut	46.7	22	15	18	13	0	57.4	0.0	0.0	0.0	0.0	0.0
Northwest Territories	21.3	433	357	288	338	362	15.8	0.6	0.5	0.3	0.4	0.4
Yukon	-4.0	336	350	326	321	320	0.8	0.4	0.4	0.4	0.4	0.3
Gender												
Male	7.2	163,914	152,912	141,743	132,883	130,514	6.1	189.4	178.6	147.6	132.9	131.0
Female	7.3	20,165	18,800	17,665	16,106	16,275	7.9	20.8	19.2	15.6	13.2	13.1
Age												
15 to 24 Years (Youth)	43.3	6,478	4,521	5,158	4,619	3,940	43.7	7.0	4.8	5.0	4.2	3.4
25 to 44 Years	7.8	79,814	74,010	68,588	69,298	64,100	4.6	81.7	78.1	63.1	62.4	56.8
45 to 54 Years	0.2	54,400	54,303	49,766	43,355	44,567	-3.3	60.1	62.1	50.2	41.4	41.9
55 Years and Older (Older Workers)	11.6	43,387	38,878	35,896	31,717	34,182	16.4	61.5	52.8	45.0	38.2	42.0
National ²	7.2	184,079	171,712	159,408	148,989	146,789	6.2	210.2	197.8	163.2	146.2	144.2

Source: EI administrative data.

¹ As benefit repayments are administered through the tax system, the most recent data available are for the 2010 taxation year.

² Provincial and territorial figures do not add up to the national total because non-residents are included.

ANNEX 2.18: CONTRIBUTORS TO THE PROGRAM, 2010¹

	EI Premiums			Employment Income				Workers					
	Total		% of National Total	Employers ²		Employees	Total Employment Income		Total EI Insurable Earnings	Number of Workers		Employment Income per Worker	Insurable Earnings per Worker
	(\$ Million)	%		(\$ Million)	%	(\$ Million)	%	(\$ Million)	Number	% of National Total	(\$)	(\$)	
Province/Territory													
Newfoundland and Labrador	255.5	1.5	145.7		109.9	9,143.7	1.2	6,334.3		263,810	1.5	34,611	23,955
Prince Edward Island	73.7	0.4	42.0		31.7	2,394.1	0.3	1,832.2		81,250	0.5	29,471	22,562
Nova Scotia	486.5	2.8	274.5		212.0	16,870.4	2.3	12,251.8		486,320	2.7	34,674	25,162
New Brunswick	399.5	2.3	226.2		173.3	13,570.6	1.9	10,010.7		407,340	2.3	33,289	24,558
Quebec	3,195.6	18.2	1,779.2		1,416.4	146,087.2	19.9	104,193.6		4,066,180	22.9	35,914	25,615
Ontario	7,048.0	40.2	3,977.3		3,070.7	291,271.9	39.7	177,617.9		6,666,490	37.6	43,689	26,641
Manitoba	654.3	3.7	368.4		286.0	23,737.9	3.2	16,523.8		641,460	3.6	37,027	25,758
Saskatchewan	565.0	3.2	316.7		248.3	21,846.6	3.0	14,344.5		547,340	3.1	39,903	26,212
Alberta	2,473.8	14.1	1,393.0		1,080.8	113,660.7	15.5	62,480.7		2,209,310	12.5	51,509	28,330
British Columbia	2,279.1	13.0	1,290.3		988.7	91,100.2	12.4	57,148.9		2,290,710	12.9	39,745	24,927
Nunavut	22.8	0.1	13.0		9.8	1,027.2	0.1	570.6		20,950	0.1	49,058	27,168
Northwest Territories	39.7	0.2	22.5		17.2	1,788.4	0.2	995.8		33,930	0.2	52,939	29,590
Yukon	26.8	0.2	15.2		11.6	1,014.9	0.1	688.5		23,930	0.1	42,640	28,227
Gender ³													
Male	9,679.1	55.2	5,456.1		4,223.0	449,535.6	61.3	256,490.8		9,156,860	51.6	49,093	28,010
Female	7,840.1	44.7	4,407.2		3,432.9	283,813.1	38.7	208,454.8		8,574,720	48.3	33,099	24,310
Age ³													
15 to 24 Years (Youth)	1,502.0	8.6	864.2		637.9	41,519.0	5.7	38,709.8		3,155,990	17.8	13,156	12,265
25 to 44 Years	8,291.8	47.3	4,668.0		3,623.8	323,939.7	44.2	219,970.6		7,448,910	42.0	43,488	29,530
45 to 54 Years	4,833.4	27.6	2,705.4		2,128.0	226,559.7	30.9	129,507.0		4,106,900	23.2	55,166	31,533
55 Years and Older (Older Workers)	2,891.9	16.5	1,625.7		1,266.3	141,327.8	19.3	76,757.9		3,019,730	17.0	46,801	25,418

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ANNEX 2.18: CONTRIBUTORS TO THE PROGRAM, 2010¹ (CONTINUED)

	EI Premiums			Employment Income			Workers				
	Total		Employers²	Employees	Total Employment Income		Total EI Insurable Earnings	Number of Workers		Employment Income per Worker	Insurable Earnings per Worker
	(\$ Million)	% of National Total	(\$ Million)	(\$ Million)	(\$ Million)	% of National Total	(\$ Million)	Number	% of National Total	(\$)	(\$)
Industries											
Good-Producing Sector	4,003.7	22.9	2,265.2	1,738.6	176,078.3	24.0	105,631.9	3,561,620	20.1	49,666	29,856
	183.0	1.0	105.7	77.2	6,921.6	0.9	4,677.7	300,210	1.7	22,973	15,589
	340.9	1.9	190.1	150.9	22,633.3	3.1	8,905.6	231,840	1.3	98,349	39,007
	179.6	1.0	98.0	81.6	10,607.0	1.4	4,963.9	127,330	0.7	83,960	39,428
	1,224.8	7.0	709.7	515.1	50,207.0	6.8	30,999.7	1,121,070	6.3	44,945	27,789
	2,075.4	11.8	1,161.6	913.8	85,709.4	11.7	56,085.0	1,781,170	10.0	48,347	31,686
	13,296.1	75.9	7,470.9	5,825.3	547,576.5	74.7	353,726.3	13,802,970	77.8	39,629	25,579
Wholesale Trade	924.8	5.3	523.3	401.5	41,339.1	5.6	24,464.1	843,480	4.8	49,205	29,141
Retail Trade	1,495.9	8.5	855.5	640.3	50,978.5	6.9	38,925.4	2,086,110	11.8	24,254	18,453
Transportation and Warehousing	793.5	4.5	444.5	349.0	31,402.7	4.3	21,147.1	710,520	4.0	44,264	29,824
Information and Cultural Industries	420.0	2.4	232.0	187.9	19,230.4	2.6	11,420.7	350,140	2.0	54,906	32,604
Finance and Insurance	820.1	4.7	448.7	371.4	46,913.7	6.4	22,530.3	696,480	3.9	67,425	32,520
Real Estate, and Rental and Leasing	262.8	1.5	150.5	112.4	11,995.3	1.6	6,784.8	292,270	1.6	40,603	22,980
Professional, Scientific and Technical Services	1,036.8	5.9	585.8	451.0	54,286.4	7.4	27,406.2	995,170	5.6	54,578	27,650
Management of Companies and Enterprises	138.0	0.8	77.1	60.9	9,845.8	1.3	3,710.7	129,630	0.7	76,243	29,099

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ANNEX 2.18: CONTRIBUTORS TO THE PROGRAM, 2010¹ (CONTINUED)

	EI Premiums			Employment Income			Workers			
	Total		Employees ²	Employees	Total Employment Income	Total EI Insurable Earnings	Number of Workers		Employment Income per Worker	Insurable Earnings per Worker
	(\$ Million)	% of National Total	(\$ Million)	(\$ Million)	(\$ Million)	(\$ Million)	Number	% of National Total	(\$)	(\$)
Administrative and Support, Waste Management and Remediation Services	805.7	4.6	462.2	343.4	28,878.2	3.9	969,740	5.5	29,443	21,067
Educational Services	1,409.3	8.0	776.4	633.0	56,665.6	7.7	1,297,100	7.3	43,558	29,494
Health Care and Social Assistance	1,767.1	10.1	991.0	776.2	64,541.6	8.8	1,608,140	9.1	40,316	29,692
Arts, Entertainment and Recreation	199.5	1.1	114.3	85.2	7,277.9	1.0	297,770	1.7	24,272	17,090
Accommodation and Food Services	656.6	3.7	380.7	275.9	19,518.3	2.7	1,257,220	7.1	15,272	13,013
Other Services	614.6	3.5	354.3	260.3	21,777.3	3.0	710,490	4.0	30,435	21,856
Public Administration	1,951.5	11.1	1,074.6	876.9	82,925.7	11.3	1,558,710	8.8	53,413	34,210
Unclassified	220.4	1.3	127.9	92.5	9,859.1	1.3	374,430	2.1	25,723	14,839
National	17,520.3	100.0	9,863.9	7,656.3	733,513.9	100.0	17,739,020	100.0	41,350	26,211

Source: Canada Revenue Agency, 2010 T4s with employment income.

¹ As premium payments are administered through the tax system, the most recent data available are for the 2010 taxation year.² Employer contributions are 1.4 times employee contributions.³ Gender and age figures do not add up to the national total because some data are missing for these categories.

ANNEX 2.19: BENEFITS-TO-CONTRIBUTIONS RATIOS, 2010¹

Province/Territory ^a	Total EI Premiums		Total Regular Benefits		Total Income Benefits		Regular Benefits-to-Contributions Ratio	Total Income Benefits-to-Contributions Ratio	Adjusted Regular Benefits-to-Contributions Ratio ^c	Adjusted Total Income Benefits-to-Contributions Ratio ^c
	(\$ Million)	% of National Total	(\$ Million)	% of National Total	(\$ Million)	% of National Total				
Newfoundland and Labrador	255.5	1.5	688.8	5.5	892.9	5.0	2.7	3.5	3.8	3.4
Prince Edward Island	73.7	0.4	158.2	1.3	223.6	1.3	2.1	3.0	3.0	3.0
Nova Scotia	486.5	2.8	577.6	4.6	793.1	4.5	1.2	1.6	1.7	1.6
New Brunswick	399.5	2.3	619.6	4.9	829.4	4.7	1.6	2.1	2.2	2.0
Quebec ^b	3,195.6	18.2	3,448.0	27.5	3,967.9	22.3	0.8	1.2	1.1	1.2
Ontario	7,048.0	40.2	3,939.5	31.4	6,092.1	34.2	0.6	0.9	0.8	0.9
Manitoba	654.3	3.7	288.9	2.3	505.7	2.8	0.4	0.8	0.6	0.8
Saskatchewan	565.0	3.2	247.1	2.0	417.6	2.3	0.4	0.7	0.6	0.7
Alberta	2,473.8	14.1	1,021.6	8.1	1,727.8	9.7	0.4	0.7	0.6	0.7
British Columbia	2,279.1	13.0	1,507.5	12.0	2,271.2	12.8	0.7	1.0	0.9	1.0
Nunavut	22.8	0.1	12.0	0.1	18.0	0.1	0.5	0.8	0.7	0.8
Northwest Territories	39.7	0.2	20.5	0.2	31.5	0.2	0.5	0.8	0.7	0.8
Yukon	26.8	0.2	20.8	0.2	29.0	0.2	0.8	1.1	1.1	1.1
Gender^d										
Male	9,680.2	55.3	8,209.0	65.4	9,665.1	54.3	0.8	1.0	1.2	1.0
Female	7,840.1	44.7	4,341.2	34.6	8,134.4	45.7	0.6	1.0	0.8	1.0
Age^e										
15 to 24 Years (Youth)	1,503.2	8.6	1,129.0	9.0	1,685.1	9.5	0.8	1.1	1.0	1.1
25 to 44 Years	8,291.8	47.3	5,584.8	44.5	9,355.4	52.6	0.7	1.1	0.9	1.1
45 to 54 Years	4,833.4	27.6	3,338.4	26.6	3,890.4	21.9	0.7	0.8	1.0	0.8
55 Years and Older (Older Workers)	2,891.9	16.5	2,497.9	19.9	2,868.7	16.1	0.9	1.0	1.2	1.0

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ANNEX 2.19: BENEFITS-TO-CONTRIBUTIONS RATIOS, 2010¹ (CONTINUED)

	Total EI Premiums		Total Regular Benefits		Total Income Benefits		Regular Benefits-to-Contributions Ratio	Total Income Benefits-to-Contributions Ratio	Adjusted Regular Benefits-to-Contributions Ratio ²	Adjusted Total Income Benefits-to-Contributions Ratio ²
	(\$ Million)	% of National Total	(\$ Million)	% of National Total	(\$ Million)	% of National Total				
Industries³									Canada = 1	Canada = 1
Goods-Producing Sector	4,003.7	22.9	5,154.4	41.1	6,340.4	35.6	1.3	1.6	1.8	1.6
Agriculture, Forestry, Fishing and Hunting	183.0	1.0	585.3	4.7	683.6	3.8	3.2	3.7	4.5	3.7
Mining, and Oil and Gas Extraction	340.9	1.9	246.7	2.0	303.3	1.7	0.7	0.9	1.0	0.9
Utilities	179.6	1.0	44.2	0.4	67.1	0.4	0.2	0.4	0.3	0.4
Construction	1,224.8	7.0	2,293.1	18.3	2,623.1	14.7	1.9	2.1	2.6	2.1
Manufacturing	2,075.4	11.8	1,985.2	15.8	2,663.2	15.0	1.0	1.3	1.3	1.3
Services-Producing Sector	13,296.1	75.9	7,071.3	56.3	11,037.7	62.0	0.5	0.8	0.7	0.8
Wholesale Trade	924.8	5.3	616.1	4.9	901.7	5.1	0.7	1.0	0.9	1.0
Retail Trade	1,495.9	8.5	788.2	6.3	1,212.3	6.8	0.5	0.8	0.7	0.8
Transportation and Warehousing	793.5	4.5	545.0	4.3	701.2	3.9	0.7	0.9	1.0	0.9
Information and Cultural Industries	420.0	2.4	178.3	1.4	274.5	1.5	0.4	0.7	0.6	0.6
Finance and Insurance	820.1	4.7	223.1	1.8	464.9	2.6	0.3	0.6	0.4	0.6
Real Estate, and Rental and Leasing	262.8	1.5	192.5	1.5	261.6	1.5	0.7	1.0	1.0	1.0
Professional, Scientific and Technical Services	1,036.8	5.9	593.5	4.7	871.5	4.9	0.6	0.8	0.8	0.8

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ANNEX 2.19: BENEFITS-TO-CONTRIBUTIONS RATIOS, 2010¹ (CONTINUED)

	Total EI Premiums		Total Regular Benefits		Total Income Benefits		Regular Benefits-to-Contributions Ratio	Total Income Benefits-to-Contributions Ratio	Adjusted Regular Benefits-to-Contributions Ratio ²	Adjusted Total Income Benefits-to-Contributions Ratio ³
	(\$ Million)	% of National Total	(\$ Million)	% of National Total	(\$ Million)	% of National Total				
Management of Companies and Enterprises	138.0	0.8	76.3	0.6	111.6	0.6	0.6	0.8	0.8	0.8
Administrative and Support, Waste Management and Remediation Services	805.7	4.6	878.1	7.0	1,142.8	6.4	1.1	1.4	1.5	1.4
Educational Services	1,409.3	8.0	654.7	5.2	1,077.0	6.1	0.5	0.8	0.6	0.8
Health Care and Social Assistance	1,767.1	10.1	410.9	3.3	1,102.7	6.2	0.2	0.6	0.3	0.6
Arts, Entertainment and Recreation	199.5	1.1	252.4	2.0	309.2	1.7	1.3	1.6	1.8	1.5
Accommodation and Food Services	656.6	3.7	561.3	4.5	794.8	4.5	0.9	1.2	1.2	1.2
Other Services	614.6	3.5	443.8	3.5	643.7	3.6	0.7	1.0	1.0	1.0
Public Administration	1,951.5	11.1	657.0	5.2	1,168.1	6.6	0.3	0.6	0.5	0.6
Unclassified	220.4	1.3	324.5	2.6	421.5	2.4	1.5	1.9	2.1	1.9
National	17,520.3	100.0	12,550.1	100.0	17,799.6	100.0	0.7	1.0	1.0	1.0

Source: Canada Revenue Agency, 2010 T4s with employment income; EI administrative data.

¹ As premium payments are administered through the tax system, the most recent data available are for the 2010 taxation year.² For ease of analysis, the benefits-to-contributions ratios have been adjusted so that the national figure equals one.³ Province, territory and industry are determined by the location of the employer for premiums and of the claimant for benefits.⁴ Gender and age figures do not add up to the national total because some data are missing for these categories.⁵ The calculation of Quebec's regular benefits-to-contributions ratio and adjusted regular benefits-to-contributions ratio takes into consideration that employers and employees in the province do not pay EI premiums for maternity and parental benefits, due to the presence of the Quebec Parental Insurance Plan (QPIP). To account for this, the EI contributions from Quebec, which is the denominator of the two ratios, has been modified upward to estimate how much employers and employees in Quebec would pay in EI premiums if they had to contribute for EI maternity and parental benefits.

ANNEX 3

EMPLOYMENT BENEFITS AND SUPPORT MEASURES AND THE NATIONAL EMPLOYMENT SERVICE

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ANNEX 3.1: OVERVIEW OF LABOUR MARKET DEVELOPMENT AGREEMENTS

Province/Territory	Signature Date	Implementation Date	Allocation (\$000s) ^a			
			2012/13	2011/12	2010/11	EAP ^b
			LMDA	LMDA	LMDA	
Newfoundland and Labrador	September 4, 2008	November 2, 2009	130,405	131,944	133,092	12,920
Prince Edward Island	September 5, 2008	October 5, 2009	26,467	27,138	27,301	2,931
Nova Scotia	June 13, 2008	July 1, 2009	79,606	80,269	80,991	15,198
New Brunswick	December 13, 1996	April 1, 1997	90,142	91,078	92,151	11,307
Quebec	April 21, 1997	April 1, 1998	584,048	589,155	596,186	113,779
Ontario	November 23, 2005	January 1, 2007	559,964	552,689	544,816	211,942
Manitoba	April 17, 1997	November 27, 1997	44,086	44,818	45,319	11,532
Saskatchewan	February 6, 1998	January 1, 1999	37,092	37,766	38,133	8,617
Alberta	December 6, 1996	November 1, 1997	108,678	106,925	104,062	47,469
British Columbia	February 20, 2008	February 2, 2009	280,013	278,689	278,262	62,859
Northwest Territories	February 27, 1998	October 1, 1998	3,156	3,193	3,241	514
Yukon	July 8, 2009	February 1, 2010	3,489	3,537	3,589	418
Nunavut	May 11, 2000	April 1, 2000	2,854	2,799	2,857	514
Canada			1,950,000	1,950,000	1,950,000	500,000

^a Funds that are transferred to cover administrative costs are not included in the amounts. Please refer to Annex 3.12 for administrative costs.

^b LMDA funds allocated to the provinces and territories under the Economic Action Plan (EAP) totalled \$1 billion over two years.

ANNEX 3.2: EMPLOYMENT INSURANCE (EI)—PART II GENERAL DEFINITIONS

<p>Eligibility for Employment Benefits and Support Measures (EBSMs) or Similar Programs Funded Under Part II</p> <p>To be eligible for Employment Benefits, individuals must be unemployed and have a current Employment Insurance (EI) claim as an "active EI client" or a claim that ended in the preceding three years as a "former EI client." Those who began a maternity or parental claim in the preceding five years, after which they left the labour market to care for their newborn or newly adopted children, also qualify as former EI clients and are eligible for Employment Benefits upon re-entry into the labour market. Unemployed individuals who are neither active nor former EI clients are considered "non-insured" and are eligible to participate in Employment Assistance Services as well as self-services provided by the National Employment Service.</p>	<p>Labour Market Development Agreements (LMDAs)</p> <p>LMDAs provide the frameworks within which EBSM delivery takes place. EBSMs are flexible by design, allowing provincial and territorial jurisdictions (P/Ts) to develop and deliver programs that respond to local and regional labour market needs. With the implementation of the Canada-Yukon LMDA on February 1, 2010, all provinces and territories are now fully responsible for the design and delivery of programs similar to EBSMs established under Part II of the <i>EI Act</i>. In support of these activities, Human Resources and Skills Development Canada (HRSDC) transfers LMDA funding to the provinces and territories and focuses on accountability, evaluation and ongoing policy development. HRSDC also delivers Pan-Canadian programming and maintains, in partnership with the provinces and territories, specific projects and activities in the national interest under Part II of the <i>EI Act</i>. Canada retains responsibility for the delivery of insurance benefits under Part I of the <i>EI Act</i> and for the aspects of labour market development reflective of national interests. For more information on LMDAs, please refer to: http://www.hrsdc.gc.ca/eng/employment/partnerships/labour_market_development/index.shtml.</p>
<p>Apprentices</p> <p>Apprentices are paid by their employer during periods of practical training. During the classroom portion of their training, apprentices are eligible for regular benefits under Part I of the <i>EI Act</i>. The apprentice requires a referral under the authority of Section 25 of the <i>EI Act</i> to access these benefits. Depending on the regional and local priorities of the province or territory, the apprentice may receive EI Part II support to cover classroom-related expenses.</p>	<p>Aboriginal Skills and Employment Training Strategy (ASETS)</p> <p>HRSDC negotiates agreements with Aboriginal organizations to design and deliver employment programs and services for Aboriginal people at the community level. Aboriginal Skills and Employment Training Strategy (ASETS) is the successor to the Aboriginal Human Resources Development Strategy (AHRDS), which expired on March 31, 2010.</p> <p>The sunset of AHRDS and the modernization of HRSDC's Aboriginal labour market programming—through ASETS—coincides with HRSDC's process of modernizing the administration of grants and contributions. The ASETS advances labour market outcomes for First Nations, Métis, and Inuit via demand-driven skills development, strategic partnerships with provinces, territories and the private sector, and via increased accountability. It also supports the development of a skilled Aboriginal workforce, which is one of the Aboriginal Economic Development Framework's objectives.</p>
<p>Job Bank</p> <p>Job Bank is an Internet service that helps connect employers and workers. It is the largest web-based network of job advertisements across Canada and is available to Canadian employers and job seekers free of charge. See http://jb.gc.ca/hrdc-drtc.gc.ca.</p>	

ANNEX 3.3: EBSM PROGRAM DESCRIPTIONS

Employment Benefits	<p>Targeted Wage Subsidies assist insured participants to obtain on-the-job work experience by providing employers with financial assistance toward the wages of participants. This benefit encourages employers to hire unemployed individuals whom they would not normally hire in the absence of a subsidy.</p> <p>Self-Employment provides financial assistance and business planning advice to EI-eligible participants to help them start their own business. This financial assistance is intended to cover personal living expenses and other expenses during the initial stages of the business.</p> <p>Job Creation Partnerships projects provide insured participants with opportunities to gain work experience that will lead to ongoing employment. Activities of the project help develop the community and the local economy.</p> <p>Skills Development helps insured participants to obtain employment skills by giving them direct financial assistance that enables them to select, arrange for and pay for their own training.</p> <p>Targeted Earnings Supplements encourage unemployed persons to accept employment by offering them financial incentives. Quebec offers a similar measure—Return to Work Supplement—to help with expenses related to returning to work (for example, new tools, office materials or clothing).</p>
Support Measures	<p>Employment Assistance Services provide funding to organizations to enable them to provide employment assistance to unemployed persons. The services provided may include individual counselling, action planning, job search skills, job-finding clubs, job placement services, the provision of labour market information, case management and follow-up.</p> <p>Labour Market Partnerships provide funding to help employers, employee and employer associations, and communities to improve their capacity to deal with human resource requirements and to implement labour force adjustments. These partnerships involve developing plans and strategies, and implementing adjustment measures.</p> <p>Research and Innovation supports activities that identify better ways of helping people to prepare for or keep employment and to be productive participants in the labour force. Funds are provided to eligible recipients to enable them to carry out demonstration projects and research for this purpose.</p>

ANNEX 3.4: EBSM OVERVIEW¹

Clients Served ²	
2011/12	
Gender	
Men	59.0%
Women	41.0%
Age ³	
15 to 19	5.3%
20 to 24	14.5%
25 to 29	13.7%
30 to 34	12.6%
35 to 39	11.5%
40 to 44	11.2%
45 to 49	11.2%
50 to 54	9.5%
55 and Older	10.2%
Unknown	0.1%
EI Clients Served	
Active Claimants	75.7%
Former Claimants	24.3%
Intervention-to-Client Ratio	
Clients	646,295
Interventions	962,673
Ratio	1.49

Participation in Interventions as a Percentage of Total	
2011/12	
Employment Benefits	
Targeted Wage Subsidies	1.4%
Self-Employment	0.8%
Job Creation Partnerships	0.4%
Skills Development-Regular	6.9%
Skills Development-Apprentices	6.5%
Targeted Earning Supplements	0.8%
Support Measures: Employment Assistance Services	
Employment Services	51.9%
Group Services	4.3%
Individual Counselling	27.0%
Pan-Canadian	1.4%
Designated Group Participation in EBSMs	
Women	46.7%
Aboriginal People ⁴	6.1%
Persons with Disabilities ⁴	6.0%
Visible Minorities ⁴	5.4%
Labour Market	
Employment	17,345,900
Unemployment Rate	7.4%

Sources: Client and Participant datasets.

¹ Ontario has made major changes to its reporting methodology and now counts one individual counselling intervention per client. As a result, year-over-year comparisons of client and intervention data may be misleading.

² Clients with an unknown gender were added to the male category.

³ SD-Apprentices and Group Services are excluded from the distribution because client date of birth is not collected.

⁴ Reported counts are generally lower than actual numbers because data are collected through self-identification.

ANNEX 3.5: EBSM CLIENTS—CLIENTS SERVED, BY CLIENT TYPE¹

Provinces and Territories	2011/12					
	EI Clients			Total EI Clients Served	Non-Insured Clients Served	Total Clients Served
	EI Active Claimants		Former Claimants Served			
	Target ²	Active Claimants Served				
Newfoundland and Labrador	12,000	10,027	2,405	12,432	2,031	14,463
Prince Edward Island	2,875	2,921	574	3,495	1,340	4,835
Nova Scotia	11,000	10,250	3,089	13,339	4,247	17,586
New Brunswick	11,225	10,459	2,365	12,824	4,217	17,041
Quebec	136,500	121,089	25,099	146,188	47,049	193,237
Ontario	101,000	63,780	22,074	85,854	46,170	132,024
Manitoba	14,500	11,834	3,775	15,609	13,704	29,313
Saskatchewan	7,575	10,624	3,268	13,892	870	14,762
Alberta	39,000	41,394	20,966	62,360	65,098	127,458
British Columbia	50,000	36,889	12,984	49,873	29,068	78,941
Northwest Territories	400	327	153	480	437	917
Yukon	275	305	97	402	267	669
Nunavut	170	107	80	187	89	276
National Headquarters	-	-	-	-	-	-
Total EBSMs	-	320,006	96,929	416,935	214,587	631,522
Aboriginal Pan-Canadian	11,986	6,886	7,887	14,773	-	14,773
Canada	-	326,892	104,816	431,708	214,587	646,295

Source: Client dataset.

¹ This table includes clients served between April 1, 2011, and March 31, 2012, with one count per client served.² Each jurisdiction's target refers to the number of EI active clients served, except in Quebec, where it includes both active and former clients served.

ANNEX 3.6: NEW EBSM INTERVENTIONS¹

2011/12													
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont. ²	Man.	Sask.	Alta.	B.C.	N.W.T.	Yuk.	Num.
Canada													
Employment Benefits													
Targeted Wage Subsidies	546	414	183	928	6,529	2,335	41	-	73	2,242	73	5	35
Self-Employment	159	155	505	221	2,022	3,066	172	128	291	1,229	16	3	-
Job Creation Partnerships	1,344	192	101	-	-	558	189	-	800	279	-	-	-
Skills Development-Regular	3,615	1,165	2,998	5,635	27,081	14,316	2,543	1,566	2,219	3,800	178	56	62
Skills Development-Apprentices	1,988	298	1,331	2,688	-	16,970	3,690	6,702	17,881	9,700	139	145	43
Targeted Earning Supplements	-	-	-	-	7,636	-	-	-	-	-	-	-	-
Total Employment Benefits	7,652	2,224	5,118	9,472	43,268	37,245	6,635	8,396	21,264	17,250	406	209	140
Support Measures: EAS													
Employment Services	-	3,388	15,639	9,638	116,907	-	28,462	6,051	264,427	47,214	-	496	171
Group Services	-	-	194	-	39,551	-	-	634	-	12	-	-	-
Individual Counselling	12,605	1,592	14,334	14,680	25,683	108,570	16,551	5,609	-	55,482	867	22	-
Total Support Measures: EAS	12,605	4,980	30,167	24,318	182,141	108,570	45,013	12,294	264,427	102,708	867	518	171
Total Support Measures: EAS-Without Group Services													
	12,605	4,980	29,973	24,318	142,590	108,570	45,013	11,660	264,427	102,696	867	518	171
Total Benefits and Support Measures: EAS													
	20,257	7,204	35,285	33,790	225,409	145,815	51,648	20,690	285,691	119,958	1,273	727	311
Aboriginal Pan-Canadian	168	155	281	135	640	2,131	3,963	707	1,892	4,207	123	106	36
Grand Total - Benefits and Support Measures: EAS	20,425	7,359	35,566	33,925	226,049	147,946	55,611	21,397	287,583	124,165	1,396	833	347
Grand Total - Without Group Services	20,425	7,359	35,372	33,925	186,498	147,946	55,611	20,763	287,583	124,153	1,396	833	347

Source: Participant dataset.

¹ Interventions in this table refer to all new starts between April 1, 2011 and March 31, 2012.

² Ontario has made major changes to its reporting methodology and now counts one individual counselling intervention per client. As a result, year-over-year comparisons of client and intervention data may be misleading.

ANNEX 3.8: EBSM DESIGNATED MEMBERS—PERSONS WITH DISABILITIES¹

New Starts, by Intervention (%)—2013/12															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yuk.	Nun.	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	2.2	3.6	33.9	1.5	33.4	2.7	9.8	-	1.4	5.3	-	20.0	-	-	18.4
Self-Employment	-	3.2	7.9	1.8	1.6	1.7	3.5	9.4	1.7	4.5	-	66.7	-	-	2.7
Job Creation Partnerships	2.2	3.6	8.9	-	-	1.6	2.6	-	2.4	5.4	-	-	-	-	2.7
Skills Development-Regular	1.6	3.0	15.4	2.9	2.8	1.8	3.6	8.4	1.2	8.2	-	30.4	-	-	3.5
Skills Development-Apprentices	0.1	-	0.5	0.5	-	-	0.1	1.2	0.1	0.2	-	-	-	-	0.2
Targeted Earning Supplements	-	-	-	-	3.9	-	-	-	-	-	-	-	-	-	3.9
Total Employment Benefits	1.3	2.8	11.3	2.1	7.5	1.0	1.6	2.7	0.3	3.0	-	9.6	-	-	3.5
Support Measures: EAS															
Employment Services	-	12.4	22.4	10.2	9.2	-	8.9	21.7	2.9	9.5	-	15.3	-	-	6.5
Individual Counselling	0.4	7.0	27.1	8.6	3.4	2.5	5.5	10.4	-	12.2	1.2	100.0	-	-	6.7
Total Support Measures: EAS	0.4	10.7	24.7	9.2	8.2	2.5	7.7	16.3	2.9	10.9	1.2	18.9	-	-	6.5
Aboriginal Pan-Canadian	4.2	7.7	9.3	7.4	0.5	8.1	4.1	76.0	2.7	1.9	-	1.9	-	4.2	7.3
Grand Total, Benefits and Support Measures: EAS	0.8	8.2	22.6	7.2	8.0	2.2	6.7	12.8	2.7	9.5	0.7	14.4	-	4.2	6.0

ANNEX 3.9: EBSM DESIGNATED MEMBERS—ABORIGINAL PEOPLE¹

New Starts, by Intervention (%)—2011/12															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yuk.	Nun.	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	0.9	0.2	0.5	-	0.1	2.3	22.0	-	6.8	3.9	37.0	20.0	94.3	-	1.7
Self-Employment	1.3	0.6	1.6	-	0.1	1.4	8.1	7.8	1.4	4.5	12.5	-	-	-	1.8
Job Creation Partnerships	2.1	1.0	2.0	-	-	2.5	16.4	-	6.3	27.2	-	-	-	-	5.9
Skills Development-Regular	1.4	0.4	1.6	-	0.1	1.1	10.5	9.5	1.2	6.9	40.4	14.3	88.7	-	1.7
Skills Development-Apprentices	0.2	-	0.3	-	-	0.1	1.8	1.6	0.1	0.2	-	0.7	-	-	0.4
Targeted Earning Supplements	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Employment Benefits	1.1	0.4	1.3	-	0.1	0.7	5.8	3.2	0.5	2.9	24.9	4.8	62.9	-	1.2
Support Measures: EAS															
Employment Services	-	0.4	1.0	-	0.1	-	12.6	15.2	8.2	7.0	-	10.7	93.6	-	6.1
Individual Counselling	0.4	0.9	1.2	-	0.1	1.7	8.1	15.0	-	8.7	64.9	-	-	-	3.8
Total Support Measures: EAS	0.4	0.6	1.1	-	0.1	1.7	10.9	15.1	8.2	7.9	64.9	10.2	93.6	-	5.3
Aboriginal Pan-Canadian	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Grand Total, Benefits and Support Measures: EAS	1.5	2.6	1.9	0.4	0.4	2.9	16.7	13.2	8.3	10.3	56.4	20.3	81.8	100.0	6.1

ANNEX 3.10: EBSM DESIGNATED MEMBERS¹—VISIBLE MINORITIES²

New Stats, by Intervention (%)—2011/12															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yuk.	Nun.	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	0.5	4.1	2.2	-	-	6.3	7.3	-	4.1	10.1	9.6	-	-	-	3.1
Self-Employment	-	5.8	3.2	-	-	6.8	7.0	7.0	2.4	10.4	6.3	33.3	-	-	4.9
Job Creation Partnerships	0.2	4.2	3.0	-	-	3.0	15.3	-	2.8	3.6	-	-	-	-	2.7
Skills Development-Regular	0.4	3.4	7.4	-	-	10.5	20.2	6.8	7.2	9.2	8.4	5.4	4.8	-	4.5
Skills Development-Apprentices	0.1	-	-	-	-	0.1	0.9	0.8	-	0.1	-	-	-	-	0.2
Targeted Earning Supplements	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Employment Benefits	0.3	3.3	4.8	-	-	5.1	9.9	2.0	0.9	4.2	5.7	1.9	2.1	-	2.5
Support Measures: EAS															
Employment Services	-	20.3	3.8	-	-	-	28.0	8.9	2.6	22.1	-	2.2	2.9	-	5.5
Individual Counselling	0.1	5.8	4.0	-	-	9.4	21.2	7.5	-	6.1	15.0	4.5	-	-	7.2
Total Support Measures: EAS	0.1	15.7	3.9	-	-	9.4	25.5	8.2	2.6	13.5	15.0	2.3	2.9	-	6.1
Grand Total-Benefits and Support Measures: EAS	0.2	11.9	4.0	-	-	8.3	23.4	5.6	2.5	12.1	12.0	2.2	2.6	-	5.4

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yk.	Nun.	NHQ	Canada
Self-Employment	674	762	1,776	2,205	8,934	6,868	1,278	517	1,785	4,914	3	298	15	-	30,027
Job Creation Partnerships ¹	1,496	184	175	15	143	773	397	-	2	394	-	-	-	-	3,580
Skills Development	17,752	8,046	14,165	35,335	58,686	81,479	23,102	21,087	73,320	44,469	320	1,315	1,045	-	380,120
TOTAL	19,922	8,992	16,116	37,555	67,764	89,120	24,777	21,603	75,107	49,778	323	1,613	1,060	-	413,727

3.12: EBSM FINAL EXPENDITURES⁶

2012 EI Monitoring and Assessment Report

3.12: EBSM FINAL EXPENDITURES⁶ (CONTINUED)

In \$000s by Intervention—2011/12															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont. ⁴	Man.	Sask.	Alta.	B.C.	N.W.T. ⁵	Yk.	Nun.	NHQ	Canada
Support Measures: EAS															
Employment Assistance	20,864	4,941	21,154	10,704	129,318	216,434	10,316	5,491	29,623	114,849	862	1,224	-	-	565,780
Total Support Measures: EAS	20,864	4,941	21,154	10,704	129,318	216,434	10,316	5,491	29,623	114,849	862	1,224	-	-	565,780
Sub-Total : Employment Benefits and Support Measures: EAS	127,182	25,344	79,223	84,944	482,813	542,231	39,316	35,244	106,091	256,417	2,640	3,354	1,560	-	1,786,358
Other Support Measures															
Labour Market Partnerships	4,682	1,794	1,047	4,361	105,923	10,458	4,749	2,058	833	10,863	260	182	-	-	147,209
Research and Innovation	-	-	-	133	419	-	753	464	-	-	-	-	14	-	1,783
Total Other Support Measures	4,682	1,794	1,047	4,494	106,342	10,458	5,502	2,522	833	10,863	260	182	14	-	148,993
Total EBSM—Part II	131,864	27,138	80,270	89,438	589,155	552,689	44,818	37,766	106,924	267,280	2,899	3,537	1,574	-	1,935,351
Overcontribution ¹	80	-	-	1,640	-	-	-	-	-	11,408	294	-	1,225	-	14,647
Pan Canadian (see details in Annex 3.13)	2,374	501	1,891	1,612	9,764	21,818	14,429	11,488	13,298	13,692	2,956	1,230	2,740	59,128	156,920
Adjustment ²	(312)	(200)	(5)	(51)	108	(133)	10	(230)	(94)	(19,844)	(608)	(421)	(1,955)	(1,517)	(25,253)
Total Including Pan Canadian	134,006	27,439	82,155	92,639	599,026	574,374	59,257	49,023	120,128	272,536	5,542	4,346	3,584	57,611	2,081,664
Administrative Costs Related to LMDAs ³	13,056	2,604	11,857	9,922	58,920	56,667	6,078	6,021	9,594	27,247	1,450	1,386	684	-	204,486

Source: Corporate Management System and provincial/territorial audited statements.

¹ Overcontributions will be recovered during 2012/13.

² This adjustment reflects overpayments established, refunds of previous years' expenditures and other accounting adjustments.

³ Administrative costs include \$178 million (salary and non-salary) to administer LMDAs, \$10 million for rent and \$16 million for LMDA Supplementary Agreements.

⁴ Expenditures for Ontario TWS (Job Placement with incentives) were estimated by Ontario, in Ontario's financial statements, actual expenditures for Ontario's TWS-similar interventions were included in total EAS expenditures, because the province has integrated these services in its new employment service model in order to maximize the flexibility of program delivery by third-party service providers.

⁵ N.W.T. Audited financial statement is not available, information is from the Northwest Territories LMDA Statement of Operations as of March 31, 2012.

⁶ Totals may not add due to rounding.

ANNEX 3.13: EI PART II PAN-CANADIAN—FINAL EXPENDITURES

In \$000s by Intervention—2011/12															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yk.	Nun.	NHQ	Canada
Pan-Canadian – Programming Funds															
Aboriginal Skills and Employment Training Strategy	2,120	251	1,596	1,426	9,006	20,505	14,145	11,253	12,882	13,238	2,682	980	2,461	1,000	93,547
Labour Market Partnerships	254	250	294	185	757	1,313	284	234	416	454	274	250	279	50,882	56,127
Research and Innovation	-	-	-	-	-	-	-	-	-	-	-	-	-	7,245	7,245
Total Programming Funds	2,374	501	1,891	1,612	9,764	21,818	14,429	11,488	13,298	13,692	2,956	1,230	2,740	59,128	156,920
Supporting Agreements with Provinces and Territories¹	4,387	-	2,600	-	-	-	-	-	-	7,854	-	997	-	-	15,839
Grand Total Pan-Canadian	6,761	501	4,491	1,612	9,764	21,818	14,429	11,488	13,298	21,546	2,956	2,227	2,740	59,128	172,758

Source: Corporate Management System.

¹ The expenditures reported under Supporting Agreements with Provinces and Territories are considered administrative costs and are rolled-up under the administrative costs related to LMDAs in annex 3.12.

ANNEX 3.14: RETURNS TO EMPLOYMENT AND UNPAID BENEFITS INDICATORS

2011/12												
Clients Who Returned to Employment ¹						Unpaid Benefits (\$ Millions) ¹						
Targets ²	Results				Results vs. Targets (%)	Targets ²	Results				Results vs. Targets (%)	
	SD-Apprentices	Group Services	Other ³	Total			SD-Apprentices	Group Services	Other ³	Total ⁴		
Newfoundland and Labrador	7,600	1,397	-	4,938	6,335	83%	25.0	14.7	-	12.0	26.7	107%
Prince Edward Island	1,949	268	-	1,766	2,034	104%	-	3.1	-	5.1	8.2	n/a
Nova Scotia	6,800	1,150	15	5,569	6,734	99%	33.0	12.6	0.1	12.7	25.4	77%
New Brunswick	8,950	1,778	-	7,239	9,017	101%	35.2	17.2	-	13.6	30.9	88%
Quebec	50,900	-	7,220	45,652	52,872	104%	156.2	-	57.9	161.6	219.4	140%
Ontario	56,700	12,162	-	21,185	33,347	59%	296.7	122.6	-	99.0	221.7	75%
Manitoba	9,000	2,500	-	6,214	8,714	97%	50.0	22.8	-	18.2	41.0	82%
Saskatchewan	4,925	3,480	113	2,490	6,083	124%	35.0	39.7	0.8	13.7	54.1	155%
Alberta	21,000	11,757	-	14,019	25,776	123%	230.0	125.1	-	98.6	223.6	97%
British Columbia	30,000	7,537	5	26,038	33,580	112%	124.0	78.8	0.1	67.6	146.4	118%
Northwest Territories	230	16	-	186	202	88%	3.1	0.2	-	2.1	2.3	76%
Yukon	225	125	-	145	270	120%	2.6	1.8	-	0.8	2.6	99%
Nunavut	140	19	-	46	65	46%	0.9	0.3	-	0.3	0.6	67%
Canada	198,419	42,189	7,353	135,487	185,029	93%	991.7	438.7	58.8	505.3	1,002.9	101%

Source: Results dataset.

¹ ASET's activity resulted in 5,604 returns to employment and \$11.7 million in unpaid benefits.

² Targets are for EBSM regular clients only.

³ The "Other" category includes all other EBSM's, SD-Apprentices and Group Services are reported separately because a different methodology is used to calculate returns to employment for these two measures.

⁴ Some unpaid benefit figures have been rounded.

ANNEX 3.15: RETURNS TO EMPLOYMENT BY EBSM INTERVENTION¹

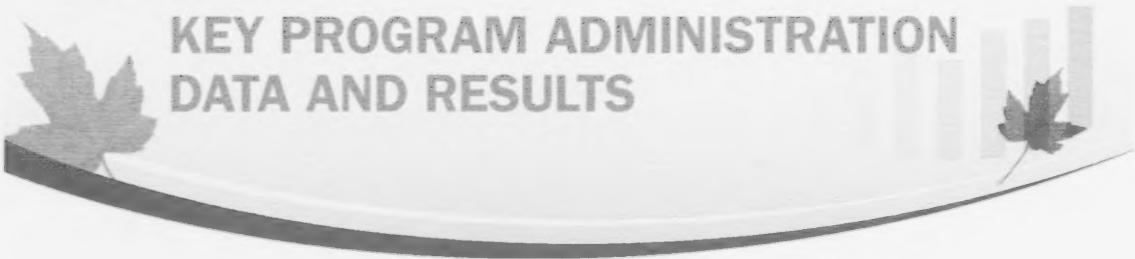
2011/12															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yuk.	Nun.	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	343	211	136	651	1,606	1,087	42	8	24	1,802	6	5	1	-	5,922
Self-Employment	124	137	482	308	1,301	896	136	26	195	1,432	12	1	1	-	5,051
Job Creation Partnerships	522	88	99	-	-	188	121	-	221	166	-	-	-	-	1,405
Skills Development—Regular	1,819	653	1,601	3,710	10,332	3,055	1,056	580	312	3,152	95	25	22	-	26,412
Skills Development—Apprentices?	1,397	268	1,150	1,922	-	12,410	2,621	3,774	11,757	7,537	16	125	19	-	42,996
Targeted Earning Supplements	-	-	-	-	5,528	-	-	-	-	-	-	-	-	-	5,528
Total Benefits	4,205	1,357	3,468	6,591	18,767	17,636	3,976	4,388	12,509	14,089	129	156	43	-	87,314
Support Measures: EAS															
Employment Services	-	430	1,968	753	24,626	220	2,472	398	13,267	8,235	-	111	22	-	52,502
Group Services	-	-	15	-	7,220	-	-	113	-	5	-	-	-	-	7,353
Individual Counselling	2,130	247	1,283	1,673	2,259	15,491	2,266	1,184	-	11,251	73	3	-	-	37,860
Total Support Measures: EAS	2,130	677	3,266	2,426	34,105	15,711	4,738	1,695	13,267	19,491	73	114	22	-	97,715
Total Employment Benefits and Support Measures: EAS	6,335	2,034	6,734	9,017	52,872	33,347	8,714	6,083	25,776	33,580	202	270	65	-	185,029
Target	7,600	1,949	6,800	8,950	50,900	56,700	9,000	4,925	21,000	30,000	230	225	140	-	198,419
Results vs. Targets (%)	83.4%	104.4%	99.0%	100.7%	103.9%	58.8%	96.8%	123.5%	122.7%	111.9%	87.8%	120.0%	46.4%	-	93.3%

Sources: Results dataset and Common System for Grants and Contributions (CSGC)

¹ Results associated solely with the ASETS are not available.² Results for SQ-Apprentices do not match those in Annex 3.14. Results presented in this Annex are associated with the last intervention in which a client participated. Employment Benefits participation superseded participation in Employment Services.

ANNEX 4

KEY PROGRAM ADMINISTRATION DATA AND RESULTS



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ANNEX 4.1: SERVICE DELIVERY¹

Region	In-person EI Requests ²					Service Canada Web Site Visits ³					My Service Canada Account Logins ⁴					Points of Service for EI Program Delivery ⁵				
	(Million)					(Million)					(Million)					#				
	% Change 2010/11- 2011/12	2011/ 12	2010/ 11	2009/ 10	2008/ 09	% Change 2010/11- 2011/12	2011/ 12	2010/ 11	2009/ 10	2008/ 09	% Change 2010/11- 2011/12	2011/ 12	2010/ 11	2009/ 10	2008/ 09	% Change 2010/11- 2011/12	2011/ 12	2010/ 11	2009/ 10	2008/ 09
Atlantic	4.4	1.0	0.9	0.9	0.7	n/a	20.9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-3.3	88	91	91	91
Quebec	9.4	1.6	1.4	1.4	1.3	n/a	28.7	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1.7	117	115	115	116
Ontario	-4.5	1.6	1.7	1.9	1.6	n/a	18.9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-2.0	198	202	201	194
Western	-4.0	1.5	1.6	1.7	1.3	n/a	8.6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-1.3	222	225	223	208
NATIONAL	0.6	5.7	5.7	5.9	5.1	14.2	76.5	67.0	55.1	33.0	46.7	23.4	15.9	14.7	9.9	-1.3	625	633	630	609

Source: EI administrative data.

¹ Discrepancies between totals and the sum of regional values may be due to rounding.² These values could reflect multiple requests by the same client.³ Regional breakdowns for Service Canada web site visits were not available prior to 2011-2012, as the data capturing tool in previous years was not able to track visits at the regional level. (In 2011, Service Canada replaced the old data capturing tool).⁴ Regional breakdowns for My Service Canada Account (MSCA) logins are not available. The data tracking system used for MSCA is a secure information portal; hence, Service Canada does not track personal identifying client information through this portal. Personal identifying client information would be a requirement in order to capture regional data.⁵ The values represent existing points of service as of March 31st for each fiscal year. Points of service include Service Canada Centres, Schedule Outreach sites and Service Canada Community Offices.

ANNEX 4.2: CALL CENTRES

Region	Enquiries Resolved via Telephone Information Service ¹					Calls Answered (EI Specialized Call Centres) ²					1 800 O-Canada EI-Related Calls				
	(Million)					(Million)					#				
	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09
Atlantic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	97.5	57,093	28,915	23,497	17,159
Quebec	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74.9	183,459	104,889	79,733	57,261
Ontario	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	31.8	170,894	129,679	113,416	118,775
Western	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	59.8	164,518	102,975	79,377	61,012
NATIONAL	35.6	25.5	18.8	18.8	22.1	-22.1	5.3	6.8	7.7	6.4	57.2	575,964	366,458	296,023	254,207

Source: EI administrative data.

¹ = Regional breakdowns for Enquiries Resolved via the Telephone Information Service and Calls Answered in the EI Specialized Call Centres are not available as calls are distributed across the call centre network based on availability of resources in individual sites regardless of where the call originates from. Variations in data from site to site are related to a number of factors such as the type of calls handled at sites, hours of service, planned activities as well as unanticipated outages or technical issues. Within this context, site specific performance data does not represent the true level of performance from site to site, nor is it representative of the service provided to clients from a specific area or region.

ANNEX 4.3: MOBILE OUTREACH SERVICES

Region	EI General Information Sessions - Citizens ¹				Number of Employers Reached (All EI Types) ²				Number of Employees Facing Layoff Reached ³			
	% Change		#		% Change		#		% Change		#	
	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2010/11-2011/12	2011/12
Atlantic	-15.4	204	241	82	n/a	-54.6	2,069	4,554	1,067	n/a	12.7	3,666
Quebec	-39.3	353	582	151	n/a	-85.8	6,627	46,802	6,974	n/a	-35.6	11,012
Ontario	2.8	880	856	664	n/a	-71.9	4,452	15,838	9,903	n/a	22.3	30,512
Western	-25.1	268	358	131	n/a	19.3	4,697	3,936	2,521	n/a	-0.6	4,519
NATIONAL	-16.3	1,705	2,037	1,028	n/a	-74.9	17,845	71,130	20,465	n/a	-0.3	49,709
												49,837
												25,292
												n/a

Source: EI administrative data.

1. Regional breakdown is not available for 2008/09 as Service Canada was not yet engaging in Mobile Outreach Services.

ANNEX 4.4: EMPLOYER SERVICES

Region	New ROE Web Registrations				ROEs Submitted Electronically by Employers¹				eROE Percentage of Total ROEs Received						
	% Change	#			% Change	#			% Change	%					
	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09	2010/11-2011/12	2011/12	2010/11	2009/10	2008/09
Atlantic	-0.8	3,095	3,121	3,388	1,886	11.7	298,035	266,814	229,181	195,803	0.2	3.3	3.1	2.6	2.1
Quebec	-11.5	9,729	10,990	9,708	9,046	12.3	1,228,768	1,094,345	969,165	850,819	1.0	13.7	12.7	11.1	8.9
Ontario	-0.9	18,916	19,082	15,578	7,968	16.8	2,783,048	2,382,366	2,013,771	1,667,124	3.3	31.0	27.7	23.0	17.5
Western	55.1	13,278	8,563	10,373	8,412	15.0	1,492,567	1,297,497	1,158,391	1,134,171	1.5	16.6	15.1	13.2	11.9
Total²	7.9	45,099	41,811	39,127	27,385	14.6	5,904,104	5,150,249	4,474,091	3,951,815	5.8	65.8	60.0	51.0	0.4

Source: EI administrative data.

¹ Electronic ROEs (eROEs) consist of WEB eROEs and Secure Automated Transfer (SAT) eROEs.

² Some employers are located in the United States with employees in Canada, resulting in the small variances found in the totals as their data is not captured in the regional breakdown.

ANNEX 4.5: EI CLAIMS PROCESSING

Region	EI Claims Processed					Payment Accuracy Rates ¹					Processing Accuracy Rates ²				
	% Change	#				% Change	%				% Change	%			
	2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09
Atlantic	0.1	385,658	385,114	390,928	384,085	n/a	n/a	n/a	n/a	n/a	-4.1	90.8	94.9	n/a	n/a
Quebec	-0.8	839,999	847,166	917,813	880,628	n/a	n/a	n/a	n/a	n/a	-2.7	90.5	93.2	91.4	91.7
Ontario	0.3	914,101	911,555	1,097,182	1,062,560	n/a	n/a	n/a	n/a	n/a	-3.8	80.6	84.4	84.0	82.0
Western	-5.4	717,352	758,560	888,774	731,988	n/a	n/a	n/a	n/a	n/a	-1.4	84.9	86.3	n/a	n/a
NATIONAL	-1.6	2,857,110	2,902,395	3,294,697	3,059,261	1.2	95.2	94.0	96.1	95.7	-2.9	85.9	88.8	87.9	87.1

Region	Speed of Payment					Claimants receiving Benefits through Direct Deposit				
	% Change		(%)			% Change		(%)		
	2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09
Atlantic	-11.5	73.7	85.2	88.0	76.8	6.2	88.0	81.8	79.2	74.1
Quebec	-12.8	71.3	84.1	86.1	81.7	4.7	91.2	86.5	84.1	84.3
Ontario	-12.8	71.1	83.9	84.8	77.7	5.9	88.5	82.6	80.4	80.1
Western	-13.6	69.5	83.1	79.7	77.3	5.9	88.0	82.1	79.1	78.7
NATIONAL	-12.8	71.1	83.9	84.2	78.6	5.7	88.9	83.2	80.7	79.7

Source: El administrative data.

Source: EI administrative data.

¹ The EI Payment Accuracy Review (EI PAAR) program cannot provide results at a regional level as the sample size (a random sample of 500 EI claims per year) is insufficient to provide statistically valid results. Results are only available at a national level with a level of confidence of 95% and a margin of error of ±5%.

² Prior to fiscal year 2010/11, results were presented by province, not by region.

ANNEX 4.6: ELECTRONIC SERVICES

	Applications Submitted Online					Partially or Fully Automated Claims					Use of Electronic Reporting				
	% Change	#				% Change	%				% Change	%			
	2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09	2010/11- 2011/12	2011/12	2010/11	2009/10	2008/09
Region															
Atlantic	0.0	382,538	382,706	381,965	382,422	1.0	66.8	65.8	54.1	40.5	0.0	99.9	99.9	99.8	99.8
Quebec	-0.9	825,724	833,564	882,232	868,262	1.4	60.5	59.1	47.2	35.6	0.0	99.9	99.9	99.8	99.8
Ontario	1.0	900,231	891,263	1,038,095	1,057,391	2.3	59.0	56.7	44.0	32.5	0.1	99.9	99.8	99.8	99.8
Western	-5.7	712,310	755,294	847,516	751,078	1.9	55.8	53.9	39.2	28.6	0.3	99.8	99.5	99.3	99.1
NATIONAL	-1.5	2,820,803	2,862,827	3,149,808	3,059,153	1.8	59.7	57.9	44.8	33.5	0.1	99.9	99.8	99.7	99.6

Source: EI administrative data.

ANNEX 4.7: INTEGRITY OPERATIONS

Region	Investigations Completed (\$)				Value of Overpayments Imposed (\$ Million)			
	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10
NIS ¹	6.6	38,584	36,200	36,325	16.8	17.1	14.6	
Atlantic	-38.3	49,162	79,732	87,312	-7.6	26.2	28.4	14.7
Quebec	-36.2	90,988	142,698	174,213	-7.1	49.8	53.6	23.6
Ontario	-27.7	103,658	143,293	150,205	-14.8	58.6	68.8	59.7
Western	-18.4	84,661	103,700	104,619	-26.8	40.7	55.5	54.7
NATIONAL	-27.5	367,053	505,623	552,674	-13.0	192.3	221.0	202.2
								262.9
Region	Value of Penalties Imposed (\$ Million)				Total Savings (\$ Million)			
	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10	% Change 2010/11- 2011/12	2011/12	2010/11	2009/10
NIS	56.1	5.3	3.4	3.6	26.8	30.9	24.4	24.9
Atlantic	2.6	8.4	8.2	6.6	-15.5	49.5	58.6	64.4
Quebec	6.0	15.7	14.8	16.0	-14.3	98.3	114.6	124.4
Ontario	-6.0	16.1	17.1	12.0	-14.2	107.8	125.7	113.0
Western	-18.4	10.7	13.2	9.6	-23.9	99.1	130.2	112.5
NATIONAL	-0.8	56.2	56.6	47.8	-15.0	385.6	453.5	439.2
								410.9

Source: EI administrative data.
¹ National Investigative Services (NIS).

ANNEX 5

EI FINANCES



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ANNEX 5.1: EMPLOYMENT INSURANCE OPERATING ACCOUNT

	2011/12	2010/11
	(\$ Million)	
Revenues and funding		
Premiums ¹	18,938.3	17,861.6
Interest ²	20.9	11.1
Penalties	49.7	45.9
Total Economic Action Plan (EAP) measures funding	117.7	1,427.9
Extra Five Weeks	116.0	796.1
Additional training funds	-22.5	500.0
Work-Sharing	0.0	49.0
Career Transition Assistance Initiative	24.2	82.9
Total revenues and funding	19,126.6	19,346.6
Expenditures³		
Part I: Income Benefits	15,797.1	17,465.0
Regular Benefits	11,220.8	12,958.9
Fishing Benefits	266.1	254.5
Work-Sharing Benefits	33.5	107.9
Special Benefits	4,276.7	4,143.6
Part II: Employment Benefits and Support Measures	2,081.7	2,605.4
Employment Benefits ⁴	-0.7	-1.4
Support Measures	154.8	158.0
Labour Market Development Agreements	1,927.6	2,448.8
Benefit repayments ⁵	-231.1	-220.1
Administration costs	1,906.8	1,916.1
Bad debt	122.9	41.9
Total expenditures	19,677.3	21,808.3
Annual balance	-550.8	-2,461.7
Accumulated balance at the beginning of the year	-7,397.4	-4,935.7
Accumulated balance at the end of the year	-7,948.2	-7,397.4

Sources: Government of Canada, Public Accounts of Canada 2012, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, October 2012).

¹ The EI premiums reported in the summary financial statements of the Government of Canada and the federal budget exclude the premium contributions made by the Government of Canada as an employer.

² This interest includes all interest accrued on the balance with the Receiver General for Canada and on overdue accounts receivable.

³ Expenditures reported in Chapter 2 of this report are based on administrative data and may differ from the ones reported in the financial statements included in the Public Accounts of Canada due to methodological differences.

⁴ Since 2010/11, Employment Benefits under EI Part II have been delivered exclusively by the provinces and territories through Labour Market Development Agreements. As such, there are no new expenditures for these benefits. The negative expenditures of \$0.7 million in 2011/12 and \$1.4 million in 2010/11 represent Employment Benefits refunds and overpayments for expenditures in the previous year.

⁵ These repayments are received or receivable from higher income claimants.

ANNEX 6

KEY STUDIES REFERENCED IN CHAPTER 2

1. EMPLOYMENT INSURANCE COVERAGE SURVEY

Author(s): *Statistics Canada*

Objective(s): The Employment Insurance Coverage Survey (EICS) provides information on unemployed individuals, whether or not they are eligible for or apply for Employment Insurance (EI) benefits.

Key finding(s) referenced in the report:

- In 2011, 78.4% of unemployed individuals who had been paying premiums and had a recent job separation that met EI program criteria were eligible to receive EI benefits.
- Among the 1,344,700 unemployed individuals in 2011, 866,700 were covered by the EI program, as they had paid EI premiums in the previous 12 months before becoming unemployed. They represented 64.5% of all unemployed people.

Availability: Findings for the 2011 EICS are available on Statistics Canada's web site at <http://www.statcan.gc.ca/daily-quotidien/121105/dq121105b-eng.htm>.

2. POTENTIAL EI ELIGIBILITY OF EMPLOYED CANADIANS USING THE 2010 SURVEY OF LABOUR AND INCOME DYNAMICS (SLID)

Author(s): *Constantine Kapsalis and Pierre Tourigny, Data Probe Economic Consulting Inc.*

Objective(s): Using the Survey of Labour and Income Dynamics (SLID), the study estimates the proportion of employees who would have sufficient insurable hours to be eligible for EI benefits if they were to lose their job or quit with just cause at the end of the year. The report also provides the data used on potential access to special benefits among the employed population.

Key finding(s) referenced in the report:

- Simulations indicated that 87.7% of individuals who were working as paid employees in December 2010 would have been eligible for EI regular benefits if they had lost their job at the end of that month.
- The proportion of individuals with sufficient hours to claim EI benefits varied from 87.1% in British Columbia to 89.1% in the Atlantic provinces. Table 1 provides more detailed findings.

Availability: SLID data are available from Statistics Canada. See http://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&SDDS=3889&Item_Id=1370&lang=en.

3. FINANCIAL IMPACTS OF RECEIVING EMPLOYMENT INSURANCE

Author(s): Constantine Kapsalis, Data Probe Economic Consulting Inc.

Objective(s): This study explores the financial impact of receiving EI benefits. The study probes the evolution of individual incomes before, during and after the receipt of EI benefits, as well as the influence of receiving EI on household consumption.

Key finding(s) referenced in the report:

- The average EI beneficiary experienced a 38% drop in wages during a year with EI. The most important offsetting factor was EI; it replaced about 38% of lost wages. The second most important factor was investment income; it replaced about 9% of lost wages. Other income sources played a lesser role.
- Lower income families received a higher return of their contributions than did higher income families. In fact, families with after-tax income below the median received 34% of total benefits and paid 18% of all premiums in 2007. The study also found that EI halved the incidence of low income among beneficiaries (from 14% to 7%) during that period.

Availability: This report is available upon request.

4. THE REDISTRIBUTIONAL IMPACT OF EMPLOYMENT INSURANCE 2007–2009

Author(s): Ross Finnie, Queen's University School of Policy Studies; and Ian Irvine, Concordia University for HRSDC, Evaluation Directorate

Objective(s): The objective of this study is to investigate the degree to which Canada's Employment Insurance (EI) program has redistributed purchasing power during the recent economic recession. Precisely, this period of investigation runs from 2007 to 2009, although results from the 2002 to 2006 period are also presented in order to place the recession period in a longer-term context.

Key finding(s) referenced in the report:

- EI redistributes income substantially when the unit of analysis is individual earnings. The lower deciles of the distribution benefit both on the contributions and benefits sides.
- The quantitative redistributive impact of EI in 2009 appears to be approximately twice the impact of 2007.
- In 2007 and 2008, Quebec was the largest recipient of benefits (even without accounting for family benefits). However, 2009 saw a reversal of this pattern: Quebec's benefits increased by 20%, whereas Ontario's benefits increased by almost 50%, a reflection of how much harder the recession hit the employment sector in Ontario than in Quebec.

Availability: This report is available upon request.

5. EI PREMIUM REFUND: TREND ANALYSIS 1997 TO 2010

Author: HRSDC, Evaluation Directorate

Objective: Individuals who have less than \$2,000 of insured earnings in a tax year are eligible for a refund of their EI premiums. The threshold for the refund was set at \$2,000 in 1997 and has not changed since. This paper considers how the refund would have evolved had the threshold been indexed to the minimum wage in Canada.

Key finding(s) referenced in the report:

- Over time, the number of people who receive the premium refund has fallen from 5.6% of Canadians who filed taxes in 1997 to 3.8% in 2010. The mean value of the refund has also fallen, from \$29 in 1997 to \$16.40 in 2010. This decrease is primarily due to the steady reduction in the EI premium rate since 1997.
- In 2010, the estimated number of people who would have received the premium refund under an indexed threshold is approximately one million people, compared to 610 thousand who actually did receive it. The total dollar amount of the refund would have increased to a high of \$27 to \$29 million in 2009, about 2.5 times the amount that was actually paid.

Availability: This report is available upon request.

6. EXTENDED DURATION OF EMPLOYMENT INSURANCE REGULAR BENEFITS: SECOND EVALUATION STUDY UPDATE

Author(s): HRSDC, Evaluation Directorate

Objective(s): The extended duration of EI regular benefits (EDB) initiative increased EI entitlements for regular claims by five weeks. It was introduced as part of a stimulus package in Budget 2009, along with several other relief measures. This study estimates the effect of EDB on benefit use and exhaustion of entitlements.

Key finding(s) referenced in the report:

- Mean weeks of EI benefits received rose with the entitlement increase.
- The proportion of claimants using additional EDB weeks and their EI exhaustion rates declined with the entitlement increase.
- From March 9, 2008 until April 4, 2010, the joint effect of the extra EDB weeks used and the increase in entitlement, controlling for other factors, led to an average increase in benefit use of 2.1 weeks.
- Controlling for the same factors, the average probability of claimants exhausting their EI entitlement decreased by 4.8 percentage points due to the EDB initiative. Specifically, in EI economic regions previously eligible for the two preceding EI pilot projects that extended regular benefit weeks, the average probability of exhausting benefits was 4.4 percentage points lower due to EDB. In non-pilot regions, it was 5.0 percentage points lower.

Availability: This report is available upon request.

7. ANALYSIS OF THE USE OF THE EXTENSION OF EMPLOYMENT INSURANCE REGULAR BENEFITS FOR LONG-TENURED WORKERS

Author(s): HRSDC, Evaluation Directorate

Objective(s): This report provides a demographic profile of long-tenured workers (LTWs) and examines how benefits received and entitlement varied for LTWs and non-LTWs across demographic and labour market characteristics.

Key finding(s) referenced in the report:

- The likelihood that LTWs would use the additional weeks available to them under this temporary measure was positively related to the number of additional weeks available to them.
- Approximately 17.1% of LTWs exhausted their benefits. This was about half the rate for non-LTWs, who exhausted their benefits 29.6% of the time. For LTWs, exhaustion rates ranged from a high of 33.3% for those with 26 to 30 weeks of entitlement to a low of 11.4% for those with 66 to 70 weeks of entitlement.

Availability: This report is available upon request.

8. EI AND NON-STANDARD WORKERS: PART-TIME, SHORT-TERM AND SEASONAL WORKERS

Author(s): HRSDC, Evaluation Directorate

Objective(s): This study examines the EI eligibility rate at the time of a job separation and regular benefits use by employment type for individuals unemployed due to a work shortage. It contrasts EI characteristics for full-time permanent job separators to separators who were full-time non-permanent, part-time permanent, part-time non-permanent, or seasonal for the years 2005 to 2010.

Key finding(s) referenced in the report:

- Full-time permanent job separators have an 85.7% eligibility rate while eligibility rates for job separators from other employment types varied between 64% and 76%.
- EI eligibility patterns by employment type were very similar to those for insured hours of work.
- Among separators eligible for EI, 61% used regular EI benefits overall. Full-time permanent job separators had a 68% use rate. Eligible separators from other employment times had use rates lower than 60%.
- Holding other factors constant, the likelihoods of benefit use by eligible separators were similar for separators from permanent and seasonal jobs. Compared to eligible full-time permanent job separators, eligible non-permanent separators had an 8 to 11 percentage point lower benefit use rate.

Availability: This report is available upon request.

9. EMPLOYMENT INSURANCE (EI) AND KEY SOCIO-ECONOMIC GROUPS

Author(s): HRSDC, Evaluation Directorate

Objective(s): This paper looks at three indicators of EI access (EI coverage, EI eligibility and EI application) for four key socio-economic groups (women, youth, immigrants and single parents) for the years 2009 and 2010. The objective is to assess the gaps in EI access for the key socio-economic groups and identify the sources of these gaps.

Key finding(s) referenced in the report:

- The EI coverage rate was found to be statistically and significantly lower for women compared to men (63.5% vs. 70.2%), youth (15-24 years) compared to older individuals (59.4% vs. 70.5%), immigrants compared to non-immigrants (56.2% vs. 71.2%), and single parents compared to individuals in other family situations (56.8% vs. 68.7%).
 - The larger share of claimants in the socio-economic groups who had not worked in the last year or who had never worked mainly explained these coverage gaps.
- The EI eligibility rate was found to be statistically and significantly lower for women compared to men (65.8% vs. 72.3%), youth compared to older individuals (29.2% vs. 82.2%) and single parents compared to individuals in other family types (48.3% vs. 71.7%).
 - The higher proportion of women who quit their job without a cause acceptable to the EI program is one of the reasons why their EI eligibility rate is lower. The larger share of youth and single parents who quit their job to go to school, and who did not have enough insured hours mainly explained their lower EI eligibility rate.
- The EI application rate was statistically and significantly lower for youth compared to older claimants (84.5% vs. 93.4%).

Availability: This report is available upon request.

10. ROE-BASED MEASURES OF EI ELIGIBILITY

Author(s): HRSDC, Evaluation Directorate

Objective(s): The study examines the Record of Employment (ROE) database to determine the ability of workers to meet the required number of insurable hours of employment under EI eligibility criteria. The report analyzes eligibility across unemployment rates, provinces, industries and economic regions.

Key finding(s) referenced in the report:

- Between 1990 and 2011, the overall percentage of ROEs meeting the VER generally decreased along with the unemployment rate.
- During this period, the percentage of ROEs that met the Variable Entrance Requirement (VER) varied significantly across economic regions. In general, in larger cities with lower unemployment rates, lower proportions of ROEs met the VER.
- In regions of high unemployment (13% or higher), the proportion of job separations that occurred after the individuals had accumulated enough insurable hours to meet the VER tended to be larger than that in regions of low unemployment (6% or lower).
- In recent years, the proportion of job separations that occurred in regions with unemployment rates of 7% or lower decreased significantly. This proportion was 73.1% in 2007 and decreased to 20.8% in 2010 and was 33.7% in 2011.
- In 2011, 73.5% of individuals across Canada who were separated from their job had accumulated enough insurable hours to meet the VER.

Availability: This report is available upon request.

11. EMPLOYMENT INSURANCE AND THE FINANCIAL HARDSHIP OF UNEMPLOYMENT

Author(s): Constantine Kapsalis, Data Probe Economic Consulting Inc.

Objective(s): This study explores various indicators of the financial hardship of unemployment and the mitigating impact of EI.

Key finding(s) referenced in the report:

- From 2004 to 2009, 25% of unemployed individuals reported that their household income was insufficient to cover all or most of their regular spending. The percentage was lowest for EI beneficiaries (23%) and highest for EI exhaustees (32%). The rate may have been higher among exhaustees and non-beneficiaries because they were not receiving EI.

Availability: This report is available upon request.

12. ESTIMATES OF THE EMPLOYMENT INSURANCE REPLACEMENT RATE

Author(s): Constantine Kapsalis, Data Probe Economic Consulting Inc.

Objective(s): This study examines the extent to which EI regular benefits replace the weekly earnings of beneficiaries. In particular, the study estimates the share of regular beneficiaries who receive the maximum 55% replacement rate, as well as the average replacement rate across all regular beneficiaries.

Key finding(s) referenced in the report:

- According to the 2010 EICS, 62% of regular beneficiaries received the maximum replacement rate in 2010. According to the 2009 SLID, the same share of regular beneficiaries (62%) received the maximum replacement rate in 2009.
- Over a 10-year period, the share of beneficiaries receiving the maximum 55% replacement rate has declined. Based on time trend regression analysis, both surveys show that the share has been declining at an annual rate of 1.5 percentage points.
- One possible explanation for the declining trend in the above share is that wages in current dollars are increasing faster than the maximum insurable earnings (MIE). This was clearly the case in 2000–2006, during which the MIE was fixed at \$39,000. Another possible reason is that the wage gap between unemployed beneficiaries and the average worker has been closing.
- Differences in the replacement rate between different demographic groups tend to be small. Moreover, the minor differences that are observed are almost entirely due to the correlation of individual characteristics with the level of weekly wages.

Availability: This report is available upon request.

13. AN EVALUATION OF THE EI PILOT PROJECT ON SMALL WEEKS, 1998–2001

Author(s): HRSDC, Evaluation Directorate

Objective(s): This study investigates the effectiveness of the pilot project in encouraging program participants to accept “Small Weeks” of work during the rate calculation period (the 26 weeks preceding the last day of employment); determines the project’s impact on program participants’ earnings and weeks of work; and assesses the project’s impacts on male and female EI benefits claimants separately.

Key finding(s) referenced in the report:

- Many EI claimants in the 31 Small Weeks regions benefited from the project.
- The provision increased total duration of work in the 26 weeks prior to job separation and increased the total average income of male and female participants.

Availability: This report is available upon request.

14. EI PAYMENTS AND THE GIS SYSTEM

Author(s): HRSDC, Evaluation Directorate

Objective(s): This paper assesses the impact of the Guaranteed Income Support (GIS) clawback provisions on overall individual income for EI claimants. It analyzes the interaction between the EI program and the GIS system, as well as how potential changes to Statistics Canada’s Social Policy Simulation Database and Model (SPSD/M) would affect these two programs.

Key finding(s) referenced in the report:

- Older workers (aged 55 and older) are generally net beneficiaries of EI regular benefits.
- Even though workers aged 65 and older contribute more to the program than they receive in benefits, their premiums amount to only about 8% of what older workers in total contribute.
- Workers between the ages of 55 and 64, who represent the vast majority of older workers, more than offset this by being net beneficiaries.

Availability: This report is available upon request.

15. AN EVALUATION OVERVIEW OF SEASONAL EMPLOYMENT: UPDATE

Author(s): HRSDC, Evaluation Directorate

Objective(s): This study provides an overview of seasonal employment in Canada and draws conclusions on the subject of seasonal work.

Key finding(s) referenced in the report:

- Based on aggregate Labour Force Survey (LFS) data, it has been estimated that seasonal employment accounts for 2.8% of total employment.
- The Canadian Out of Employment Panel (COEP) survey estimated seasonal workers made up 15.8 percent of job separations over the 2004 to 2007 period.
- Seasonal workers are
 - more likely than other workers to be male, to have a lower level of education and to have fewer family dependants;
 - more prominent in eastern provinces and primary industries;
 - less likely to be unionized, to have a medical plan or to have a pension plan; and
 - more likely to expect to return to a previous employer.

Availability: This report is available upon request.

16. A PROFILE OF SEASONAL WORKERS IN 2011: A COMPLEMENT TO A PROFILE OF TEMPORARY WORKERS

Author(s): HRSDC, Economic Policy Directorate

Objective(s): This study provides a profile of seasonal workers. It explores their demographics and work characteristics, and their regional and industry distribution using data from the 2011 Labour Force Survey (LFS).

Key finding(s) referenced in the report:

- Between 1997 and 2011, the number of seasonal workers grew steadily and more rapidly than total employment. On average, the number of seasonal workers grew by 43.3%, compared to 26.2% for all employed individuals.
- Seasonal workers are aging more rapidly than all Canadian workers.
- Seasonal workers are more likely to be employed in the construction and tourism sectors, with slight variations depending on the season.
- Seasonal workers are more frequently found in firms with less than 20 employees.
- Seasonal workers have lower earnings and income than all salaried workers.

Availability: This report is available upon request.

17. INTERPROVINCIAL MOBILITY AND EARNINGS

Author(s): *André Bernard, Ross Finnie and Benoît St-Jean, Statistics Canada*

Objective(s): This study looks at interprovincial migration longitudinally to identify factors that affect the probability that someone will move and to quantify the labour market gains associated with migration. It also compares the situations of migrants and non-migrants.

Key finding(s) referenced in the report:

- Factors such as personal and labour market characteristics, as well as moving costs, play a key role in mobility decisions.

Availability: This study can be found on Statistics Canada's web site at <http://www.statcan.gc.ca/pub/75-001-x/2008110/pdf/10711-eng.pdf>.

18. THE IMPACT OF EI REGIONAL BOUNDARY REVISIONS ON MOBILITY IN NEW BRUNSWICK: EVIDENCE FROM THE LONGITUDINAL ADMINISTRATIVE DATABANK

Author(s): *HRSDC, Evaluation Directorate*

Objective(s): This report investigates whether the change in the generosity of EI that occurred in the eastern region of New Brunswick with the revision of the EI regional boundary in 2000 affected the probability of moving out of that region.

Key finding(s) referenced in the report:

- The impact of the boundary revisions on the decision to move out of the eastern region was not statistically significant, which confirms that EI generosity does not seem to affect mobility decisions.

Availability: This report is available upon request.

19. REGIONAL OUT-MIGRATION AND COMMUTING PATTERNS OF EMPLOYMENT INSURANCE (EI) CLAIMANTS

Author(s): *HRSDC, Evaluation Directorate*

Objective(s): This paper compares the mobility and commuting behaviour of EI claimants living in high and low unemployment regions. The objective is to determine whether EI claimants residing in high unemployment regions were less mobile than those living in low unemployment regions and whether the mobility gap could be attributed to generosity of EI benefits.

Key finding(s) referenced in the report:

- The study suggested that EI does not impede mobility:
 - Between 2007 and 2011, about 24% of EI claimants were commuters (i.e. their home address and employer's address were located in two different economic regions) and 7% were movers (i.e. they changed their home economic region between claims).
 - Claimants residing in high unemployment regions (unemployment rate over 12%) were less likely to move (by about 2 percentage points) and more likely to commute (by about 4 percentage points) than claimants residing in lower unemployment regions.
 - The lower likelihood of moving out of high unemployment regions could not be attributed to the longer EI entitlement provided in these regions. And only a small part of the commuting gap (about 1 percentage point) was attributed to the EI entitlement.

Availability: This report is available upon request.

20. THE COMMUTING AND MOBILITY PATTERNS OF EMPLOYMENT INSURANCE (EI) RECIPIENTS AND NON-RECIPIENTS

Author(s): HRSDC, Evaluation Directorate

Objective(s): This report investigates whether EI benefits can foster mobility by helping to finance mobility and commuting costs. It also examines the alternative hypothesis—that, by providing a safety net, EI benefits can lower the pressure to move or commute to areas where better job opportunities are available. The objective of this paper was to compare mobility and commuting patterns of EI recipients and non-recipients to shed light on these unresolved questions.

Key finding(s) referenced in the report:

- The study suggested that EI does not discourage workers from being mobile:
 - EI recipients were found to be more likely than non-EI recipients to commute 30 kilometres or more to go to work.
 - EI recipients were more likely to work outside their census subdivision of residence.
 - Also, following a job loss, EI recipients were more likely than non-EI recipients to move more than 100 kilometres away.

Availability: This report is available upon request.

21. POLICY-INDUCED INTERNAL MIGRATION: AN EMPIRICAL INVESTIGATION OF THE CANADIAN CASE

Author(s): Kathleen M. Day, University of Ottawa, and Stanley L. Winer, Carleton University

Objective(s): This study investigates the influence of public policy on interprovincial migration in Canada.

Key finding(s) referenced in the report:

- The prime determinants of interprovincial migration were differences in earnings, employment prospects and moving costs.
- EI is not a barrier to mobility, as eliminating regional EI extended benefits and regional EI differences in qualifying requirements would increase the volume of migration by less than 1%.

Availability: This paper can be found through CESifo at <http://www.ifo.de/portal/pls/portal/docs/1/1188434.PDF>.

22. 2013 ACTUARIAL REPORT ON THE REDUCTION IN EMPLOYMENT INSURANCE PREMIUMS FOR EMPLOYERS WITH WAGE-LOSS PLANS

Author(s): Canada Employment Insurance Financing Board (CEIFB)

Objective(s): This report presents the details of the methodology and calculations that support the rates of premium reduction that will apply to employers with registered wage-loss replacement plans in 2013.

Key finding(s) referenced in the report:

- Employers who participated in the EI Premium Reduction Program received a total of \$882 million in EI premium reductions in 2011.

Availability: This report is available upon request.

23. BALANCING PAID WORK AND CAREGIVING RESPONSIBILITIES: A CLOSER LOOK AT FAMILY CAREGIVERS IN CANADA

Author(s): Linda Duxbury, Chris Higgins and Bonnie Schroeder, Canadian Policy Research Networks

Objective(s): This report seeks to increase understanding of what it means to be an employed caregiver in Canada today. It also identifies the kinds of support key stakeholders in this relationship—the dependant, the family, organizations and governments—could offer to help the employed caregiver to perform this role.

Key finding(s) referenced in the report:

- One out of four employed Canadians had caregiving responsibilities at the time of the study (that is, they had dual demands at home and at work).
 - Just over one in four (27.8%) of this group of employed Canadians cared for elderly dependants.
 - Twice as many had childcare responsibilities (54.2%).
 - One in five (16.8%) provided both childcare and eldercare.

Availability: The report is available on the Canadian Policy Research Networks web site at <http://www.cprn.org/doc.cfm?doc=1997&l=en>.

24. COMPASSIONATE CARE BENEFITS

Author(s): HRSDC, Evaluation Directorate

Objective(s): The report provides an overview of compassionate care benefits (CCB). It also provides a socio-economic profile of CCB applicants and claimants and specific claim characteristics. Data are updated from previous reports. The report does not cover the use of compassionate care benefits by self-employed individuals.

Key finding(s) referenced in the report:

- Since the extension of family definition in 2006, the overall CCB acceptance rate has been 63.4%.
- The main reasons for CCB applicants not qualifying for benefits remain unchanged: the family member is not at significant risk of death, the patient dies before the benefit is paid or the claimant does not provide a medical certificate.
- The study also finds that CCB applicants caring for their spouse, their father or their mother are more likely to have their claims approved than those caring for a child, mainly because it is less likely that the applicant is able to prove that their child is at significant risk of death.
- The mortality rate of care recipients is the main factor affecting how much of the six-week CCB period claimants use. If the care recipient passes away while the claimant is receiving CCB, the claimant does not receive the full six weeks.

Availability: This report is available upon request.

25. USAGE OF THE WORK-SHARING PROGRAM: 1990/91 TO 2011/12

Author(s): *HRSDC, Evaluation Directorate*

Objective(s): This report examines the usage of the Work Sharing program from 1990/91 to 2011/12. Specifically, it examines the extent to which the Work Sharing program is used, expenditures on Work Sharing benefits, and the characteristics and experiences of Work Sharing participants.

Key finding(s) referenced in the report:

- Work Sharing usage and expenditures are counter-cyclical.
- By using data on the annual number of Work Sharing claimants and the average work reduction due to Work Sharing agreements, it was estimated that the number of layoffs averted in 2011/12 due to the Work Sharing program was around 6,600 down from 35,000 in 2009/10.

Availability: This report is available upon request.

26. 2013 EMPLOYMENT INSURANCE PREMIUM RATE REPORT OF THE CANADIAN EMPLOYMENT INSURANCE FINANCING BOARD OF DIRECTORS

Author(s): *Canadian Employment Insurance Financing Board*

Objective(s): This report presents the premium rates for 2013 and the break-even rate for the EI Operating Account.

Key finding(s) referenced in the report:

- Employee premiums increased in 2012 to \$1.83 per \$100 of insurable earnings, from \$1.78 in 2011 and \$1.73 in both 2009 and 2010.
- Accordingly, employer premiums increased in 2012 to \$2.56 per \$100 of insurable earnings, increasing from \$2.49 in 2011.
- The MIE increased to 45,900 in 2012 from \$44,200 in 2011, \$43,200 in 2010 and \$42,300 in 2009.

Availability: This report can be found on the Canada Employment Insurance Financing Board's web site at http://www.ceifb-ofaec.ca/en/PDF_Reports/Rate%20Setting/Premium%20Rate_Report_2013_Final.pdf.

